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Using This Guide

Text Conventions in This Guide

The examples below identify and explain specially formatted text that is used throughout this guide.

- The names of your keyboard keys, A1000 control panel buttons, and certain software instructions appear in a bold type. For example,

  Home, End, Tab, Start, Setup, or **Cancel.**
- Some keys must be pressed at the same time to perform a task. We show this with the key names and the plus (+) symbol; for example, **Ctrl+Home.**
- When we discuss hard drives and diskette drives, we use capital letters to identify the drives; for example, drive A.
- Software is stored in directories on the hard drive. These directories are called folders. We also show them in capital letters, for example, MY FOLDER.
- File names appear in capital letters and italic type, for example, *FILENAME*.
- Sometimes, you will need to type information *and* press the **Enter** key. You will be told to "enter" this information.
- Sometimes, you will need to type information without pressing the **Enter** key. You will be asked to "type" this information.
- Sometimes you will enter a command into a text box. This is similar to older operating systems. We show these commands in lower case and bold type; for example, **install** or **a:\install**.

Special Messages

The following words and symbols have special meaning in this guide:

Text set off in this manner presents helpful hints for using your computer.

IMPORTANT: Text set off in this manner presents specific instructions, commentary, sidelights, or interesting points of information.

CAUTION: Text set off in this matter indicates that failure to follow directions could result in equipment damage or loss of information.

WARNING: Text set off in this manner indicates that failure to follow directions may result in bodily harm or loss of life.

Locating Help

Compaq provides you with several resources to help you learn about your Compaq A1000. A few of these resources are:

Basic Troubleshooting

The Basic Troubleshooting chapter of this guide shows how to fix many common A1000-related issues.

Index

Look for specific topics in the index at the end of this guide. Look for a topic by name, such as "printer" or, try looking for the action word, such as "printing a file."

Service and Support

If you need further technical support, you can contact Compaq using our Internet site, or by telephoning one of our technical support centers. Our web site is located at

www.compaq.com

Compaq's Technical Support telephone numbers, by region, are located in the Limited Warranty Statement located in the rear of this User's Guide.

IMPORTANT: Be sure you know the serial number for your A1000 before you call technical support. The serial number is located on the rear of the machine. Write this number below for future use.

Model and Serial Numbers

Model Number:	A1000
Serial Number:	________________
Purchase Date:	________________
Store Name:	________________

Getting Additional Help

If you see green text while using Help, click the green text for more information.

Application Help

Many software programs or applications have Help files. To access Help for a specific application, you need to be using that program. Click **Help** on the menu bar, or press the **F1** key.

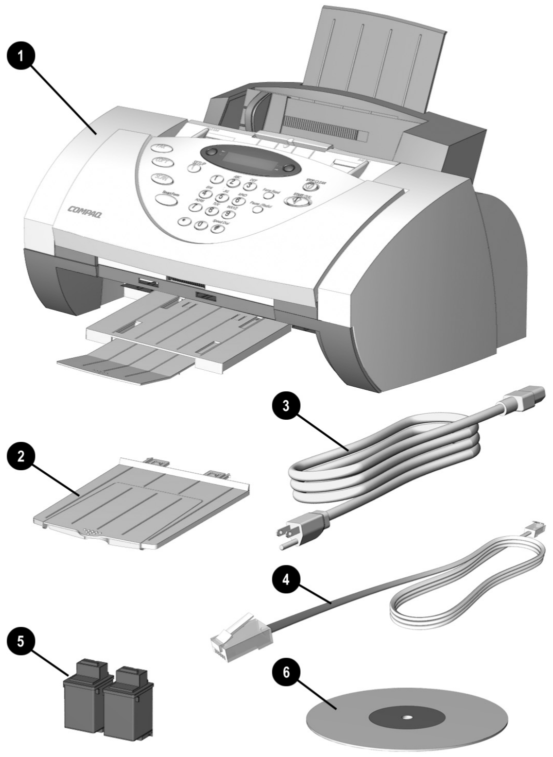
IMPORTANT: If you are using a program and you open **Help** with the **Start** button, you will get the general Windows Help.

Getting Started

Step 1: Unpack the Box

When unpacking the box containing your Compaq A1000 All-In-One, make sure that all of the items listed below are included. If there are any missing or damaged parts, return the All-In-One in its original packaging to the place of purchase.

Box Contents

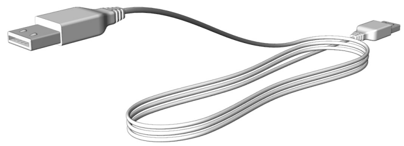


❶ One Compaq A1000 All-In-One—use the All-In-One for all of your printing, faxing, copying, and scanning needs.
❷ One document exit tray—supports the original document when faxing, copying, or scanning is complete.
❸ One AC power (electrical) cord—plugs into the rear of the All-In-One to supply electrical power.
❹ The telephone cord—plugs into the A1000 telephone line jack.
❺ Two ink cartridges—1 color cartridge and 1 black cartridge.
❻ CD-ROM—contains the software drivers and application software required to operate the A1000.

Not Shown:

- One copy/scan sleeve—for faxing, copying, and scanning. Protects photographs to be scanned. Also allows you to scan irregular size paper.
- Documentation—provides the information required to set up, operate, and maintain the A1000. Your documentation also provides important safety information and troubleshooting tips.

Required Purchases



Printer cable—The Compaq A1000 uses a standard USB Device cable (A Plug/B Plug). This cable is not included with your All-In-One.

Optional Purchases

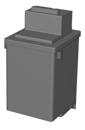


Photo cartridge —The color cartridge that comes with your A1000 will provide excellent near photo quality printing. However, an optional photo cartridge is also available for even higher quality results. You may purchase this cartridge separately.

Step 2: Choose a Location to Operate the A1000

To help guarantee trouble-free operation of your A1000, place it on a flat, stable surface. Leave enough space behind and in front of the A1000 to allow for easy paper loading, document removal, and for opening the control panel.

IMPORTANT: Do not place the A1000 in direct sunlight, near heat sources or air conditioners or in dusty or dirty environments.

Step 3: Prepare the A1000 for Use

When you take the A1000 out of the box, note that it was packaged to protect it during shipping. Before you use the A1000, make certain that you remove all of the following items:

- Tape
- Packing materials

  NOTE: For instructions on removing the packing material, see the Compaq A1000 All-In-One setup poster.

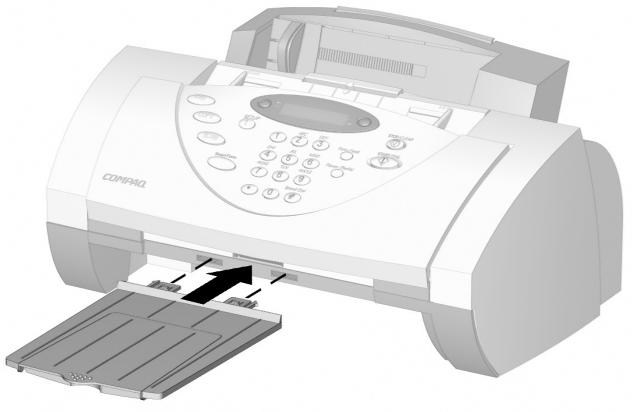
Step 4: Set Up the Document Trays

The A1000 uses several trays to support your paper documents.

Document Exit Tray

To install the document exit tray:

5. Align the latches on the trays with the slots on the front of the All-In-One.
6. Slide the tray latches into the appropriate slots until the latches lock into place.



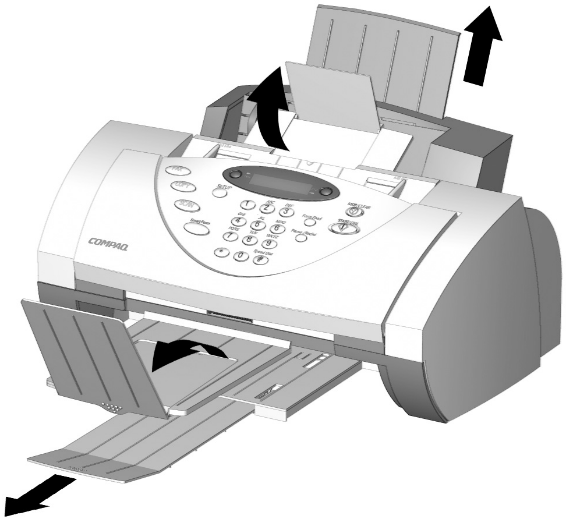
Installing the document exit tray

Extend the Document Trays

The A1000 ships with the document input/exit tray already installed.

To support documents before and after printing, faxing, copying or scanning, remove the packing tape and extend all of the trays by pulling up and unfolding the extensions.

The A1000 appears as illustrated:



Extending the paper trays

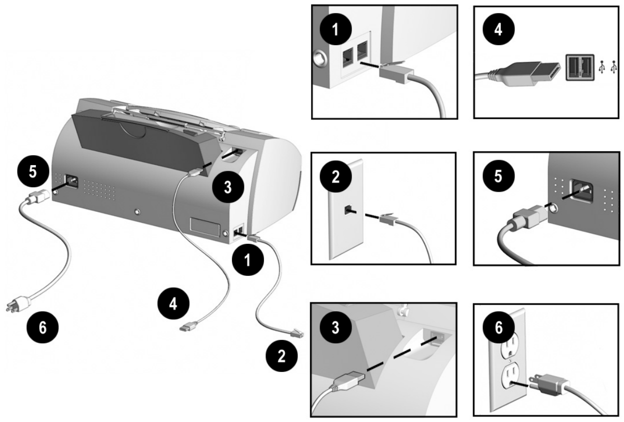
Step 5: Connect the Telephone (Line) Cord

This section shows you how to connect the telephone (line) cord to the A1000. You may also choose to add an extension telephone, answering machine or computer modem. If you have a single telephone line, this allows you to use your telephone when you are not faxing.

IMPORTANT: This unit does not come with an extension telephone or handset. However, any standard telephone may be used. For more information on connecting an extension telephone or other optional equipment to the A1000, see Appendix A.

To connect the telephone (line) cord:

1. Plug one end of the telephone (line) cord into the socket marked LINE on the left side of the A1000 ❶.
2. Plug the telephone (line) cord into a standard telephone wall jack ❷.



Connecting the cables

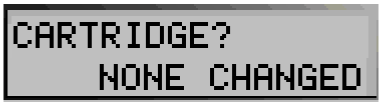
Step 6: Connect the AC Power Cord

This section shows you how to connect the A1000 to the electrical outlet using the AC power cord.

1. Connect one end of the AC power cord into the back of the A1000.
2. Connect the other end into a standard AC power outlet (120V, 60Hz) ❻.

△ **CAUTION:** Make certain that you plug the cord into a grounded (three-prong) wall outlet. Using an outlet that is not grounded may damage the A1000.

If no cartridges are installed when the system is powered on, the cartridge carriage moves to the load position and the following message is displayed:



```
CARTRIDGE?
    NONE CHANGED
```

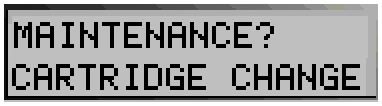
Go to Step 8.

NOTE: Check the date and time if the bottom of the display is blinking. Your PC sets and maintains the date and time. However, if you are using the A1000 as a standalone machine, see "Setting Date and Time" in the *Common Procedures* chapter.

NOTE: Compaq recommends that you leave the A1000 on at all times. The A1000 goes into an energy saving mode when not in use. However, if you want to turn off the A1000, unplug the power cord.

Step 7: Move Cartridge Carriage into the Load Position

1. Press the **Setup** button.
2. Press the **Menu** button until the following message is displayed:

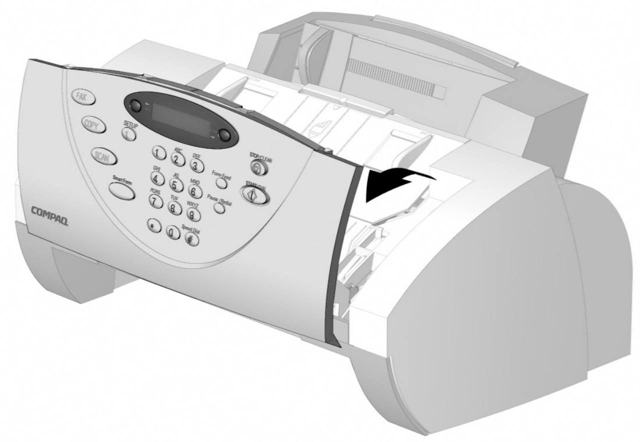


```
MAINTENANCE?
CARTRIDGE CHANGE
```

3. Press the **Start** button and the carriage will move into the Load position.

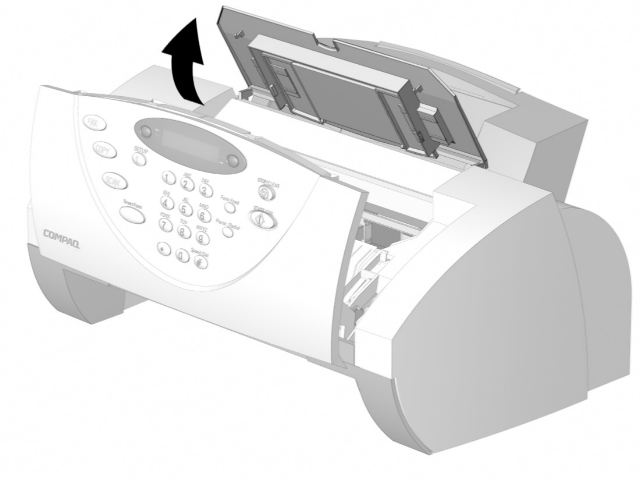
Step 8: Install the Ink Cartridges

1. Lift the control panel by grabbing the panel along the top edge.
2. Pull the control panel forward.



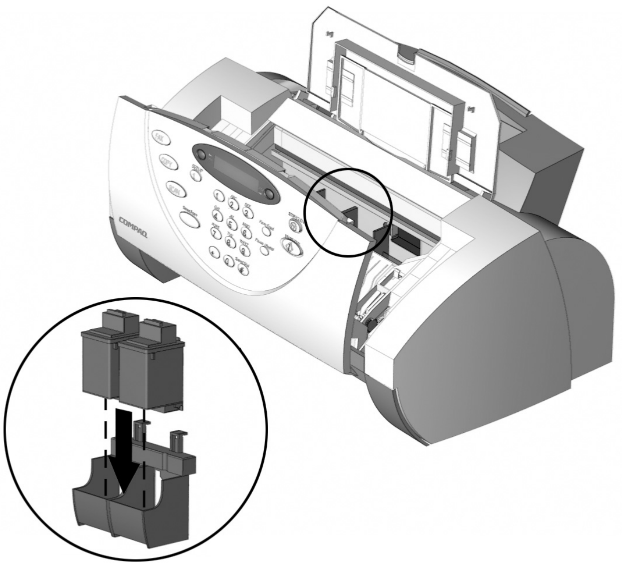
Lifting the control panel

3. Lift the ink cartridge access door. For better access, stow the document input tray away.



Lifting the ink cartridge access door

4. Remove the new ink cartridge from its packaging. Hold the ink cartridge by the black areas or colored top only.
5. Remove the tape covering the print head by carefully pulling on the yellow tab. Be sure to remove all of the tape. Do not touch the copper area on the bottom of the cartridge.
6. Insert the bottom of the black ink cartridge into the right carriage slot. Press back until the cartridge locks firmly into place.



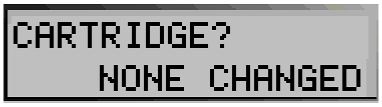
Installing the printer cartridge

7. Insert the bottom of the color ink cartridge into the left carriage slot. Press back until the cartridge locks firmly into place.

If the ink cartridges move loosely in the carriage, they are not locked into place.

NOTE: The carriages are color coded with the ink cartridge to help with their installation.

8. Close the ink cartridge access door and the control panel. Press firmly at the top center of the control panel until it snaps closed. The following message displays on the LCD panel:



```
CARTRIDGE?
    NONE CHANGED
```

9. Press **Stop**.

   NOTE: Cartridge type identification and alignment will be done during the software installation. If you intend to use the A1000 as a standalone fax machine or copier without connecting it to a computer, see “Changing Print Cartridges” in the *Common Procedures* chapter of this guide.

Step 9: Check Phone Line

If you have connected the telephone line, press **Start**. You should hear a dial tone. If you hear a dial tone, you are properly connected. Press **Stop** to hang up.

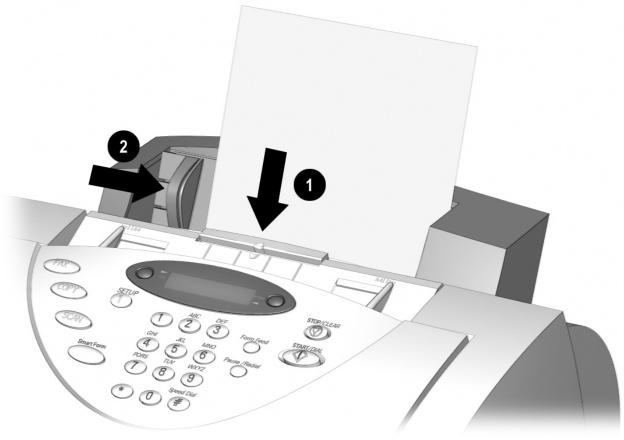
If you do not hear a dial tone, verify that the telephone line cord is connected securely into the wall and into the socket of the A1000 marked LINE.

Step 10: Load Paper

You can load up to 100 sheets of plain paper into the paper input tray.

To load paper into the A1000:

1. Insert the paper into the paper input tray ❶. Make certain the side you want to print on is facing you. Orient the head of the paper so that the head is facing down.
2. Align the paper with the paper guide. Squeeze the left paper guide and move it to the right to match the width of the paper. ❷

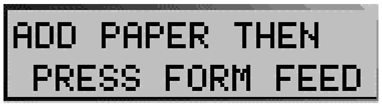


Inserting paper into the A1000

The A1000 emits warning beeps or tones when the paper tray is empty due to one of the following reasons:

- The paper does not load when starting to print a job.
- The printer runs out of paper while printing.

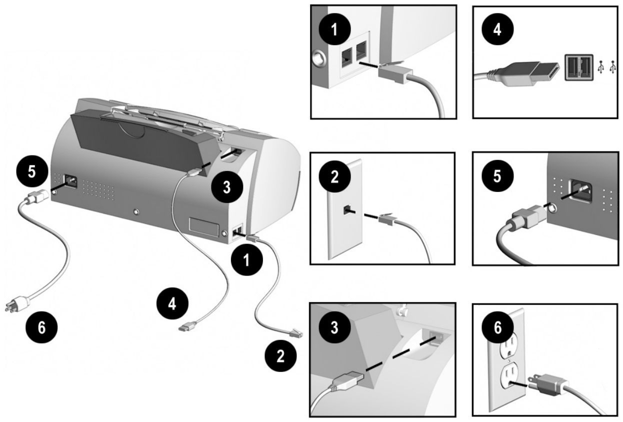
The LCD panel will then display the following message:



ADD PAPER THEN
PRESS FORM FEED

To start or continue the print job, install more paper into the paper input tray then press the **Form Feed** button.

IMPORTANT: If you load any paper other than 8 ½” by 11”-sized paper into the paper input tray, you must change the default paper size. Change the default paper size in the printer software and on the A1000 before printing on that paper. See the “Loading Different Sized Paper” section of the *Common Procedures* chapter for instructions. The software must be installed before the paper size may be set in the printer software.



Connecting the cables

Step 11: Connect the USB Printer Cable

IMPORTANT: The printer cable does not come standard with your unit. You must purchase an USB cable separately.

To connect the USB printer cable:

1. Connect one end of the USB printer cable to the printer port on the rear of the A1000 ❸.
2. Connect the other end of the USB printer cable to the parallel USB printer port on the rear of your computer ❹.

You are now ready to start the software installation. Proceed to the *Compaq A1000 Software Installation* chapter that follows.

Compaq A1000 Software Installation

This chapter discusses how to install your Compaq A1000 Software. You will need to do this after you have set up your A1000 and connected it to your computer. The software is located on the A1000 Drivers CD. The A1000 Drivers CD includes the following software:

- Printer Driver
- Scanner Driver
- Compaq A1000 Software and Compaq Internet Desktop
- ReadIRIS OCR (with Acrobat Reader)

IMPORTANT: All software on the A1000 Drivers CD must be installed for the A1000 to function properly.

Description of Programs and Drivers

Printer Driver

The printer driver tells the computer what kind of a printer you are using and controls the various settings, such as print quality and paper type. You define these settings within the printer driver, which then communicates the settings to both the computer and the printer.

Scanner Driver

The scanner driver allows you to scan images from any graphics or OCR (Optical Character Recognition) applications program that supports the TWAIN standard; for example, MS *Imaging, MS Paint*.

For information on how to use the scan options, see the *Scanning* chapter.

Compaq A1000 Software and Compaq Internet Desktop

The Compaq A1000 software allows you to control how you want to use your Compaq A1000 to print, fax, copy, and scan.

This is integrated into the Compaq Internet Desktop, which provides access to a number of features available from the PC, including printing, faxing, copying, and scanning.

You can also use the Compaq Internet Desktop to quickly transmit scanned documents by fax or electronic mail, to print a document on your printer, and download pages to your web site. See the extensive Online Help for instructions on how to use the available features.

System Requirements

Before you start, make sure you have the minimum computer setup:

- 486 processor (recommend Pentium 100 or better for optimum performance).
- Microsoft Windows 98 Second Edition.
- 24 MB RAM (32 MB RAM or more for optimum performance).
- 40 MB available hard drive space.
- Additional minimum of 100 MB free hard drive space recommended for full-color scanning.
- CD-ROM drive required for software installation.
- 14,400 or higher-baud fax modem required for PC based fax functions.

.

IMPORTANT: The Compaq A1000 All-In-One is not for use outside of the country purchased.

Installing the Software for Your Compaq A1000

Before you start, make sure your computer meets or exceeds the system requirements for the drivers and application programs you want to install. See “System Requirements” listed above.

IMPORTANT: The Compaq A1000 uses a standard USB type A/B cable which must be purchased separately.

To install the Compaq A1000 software:

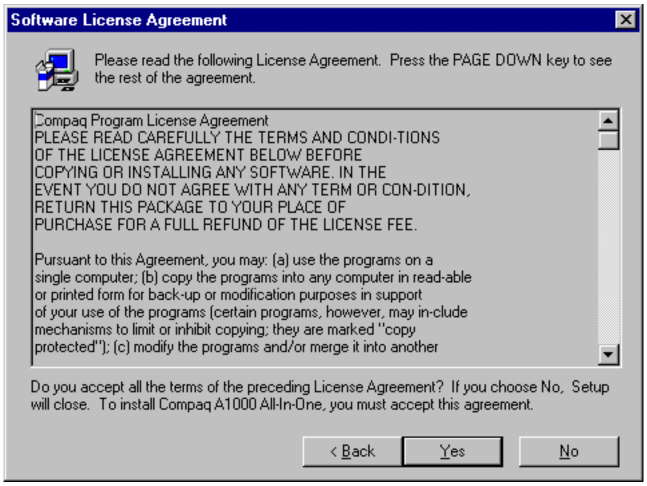
1. Turn on your computer and let it complete its start up into Windows.
2. Power up the A1000 then connect the USB cable to the PC.
3. Windows detects new hardware.

Windows detects that you have installed the Compaq A1000 and asks you for the Driver disk. Select **Cancel**. If you are starting Windows for the first time, Windows asks you to select a printer. Again, select **Cancel.**

4. Put the CD in the CD-ROM drive. The installation will start after a short period of time.

   If the CD does not run automatically, to start the software installation, click **Start→Run**.
   Type **x:\setup.exe**
   where x is the drive letter for your CD-ROM drive.
   Then click **OK.**

5. The Software License Agreement screen displays. Read the Software License Agreement. Click **Yes.**



Software License Agreement

Please read the following License Agreement. Press the PAGE DOWN key to see the rest of the agreement.

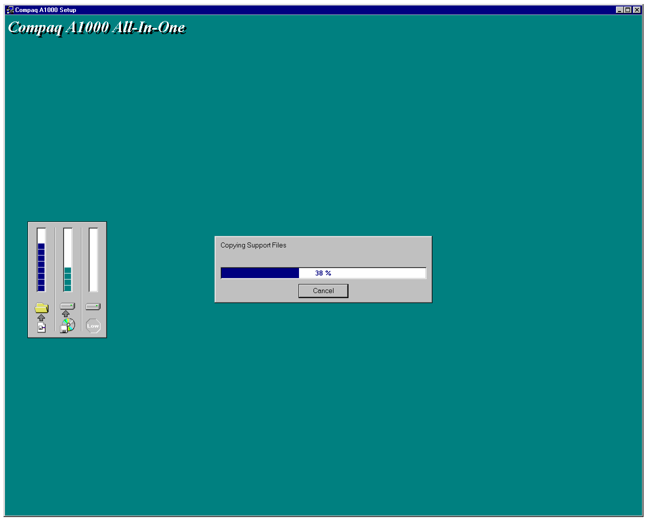
Compaq Program License Agreement
PLEASE READ CAREFULLY THE TERMS AND CONDI-TIONS
OF THE LICENSE AGREEMENT BELOW BEFORE
COPYING OR INSTALLING ANY SOFTWARE. IN THE
EVENT YOU DO NOT AGREE WITH ANY TERM OR CON-DITION,
RETURN THIS PACKAGE TO YOUR PLACE OF
PURCHASE FOR A FULL REFUND OF THE LICENSE FEE.

Pursuant to this Agreement, you may: (a) use the programs on a
single computer; (b) copy the programs into any computer in read-able
or printed form for back-up or modification purposes in support
of your use of the programs (certain programs, however, may in-clude
mechanisms to limit or inhibit copying; they are marked "copy
protected"); (c) modify the programs and/or merge it into another

Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install Compaq A1000 All-In-One, you must accept this agreement.

6. Press **NEXT** to select the default location for installing the software (not shown).

7. Wait until the transfer of all the files to the PC is completed.



Compaq A1000 Setup

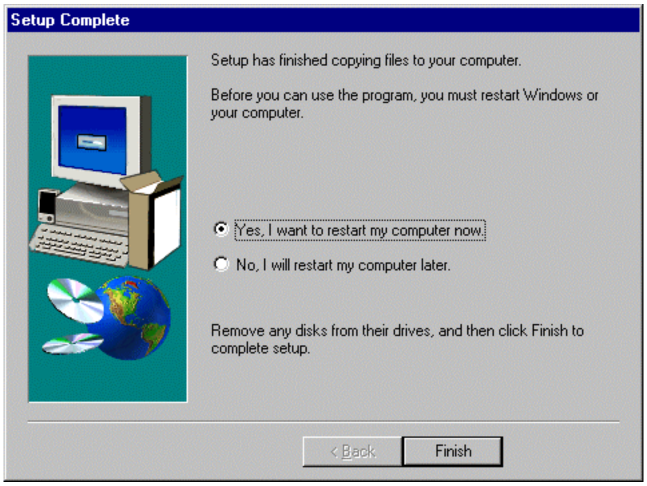
Compaq A1000 All-In-One

Copying Support Files

38 %

8. Follow the instructions on the screen to install Adobe Acrobat if you do not have it installed on your system (not shown).

9. Select **Finish** to restart the computer after the software has been loaded.



Setup Complete

Setup has finished copying files to your computer.

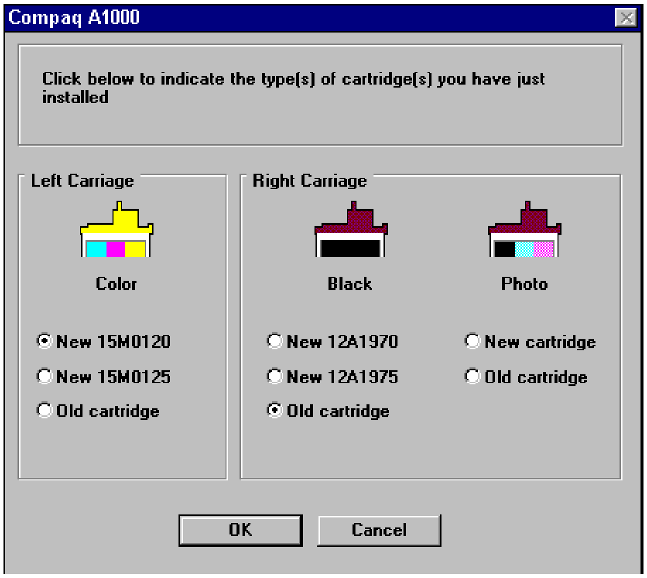
Before you can use the program, you must restart Windows or your computer.

● Yes, I want to restart my computer now.

○ No, I will restart my computer later.

Remove any disks from their drives, and then click Finish to complete setup.

10. If you have not already installed the cartridges, the system will bring up this display. Install the cartridges and check the appropriate button. The button selection shown is correct for the cartridges shipped with the system.



Compaq A1000

Click below to indicate the type(s) of cartridge(s) you have just installed

Left Carriage

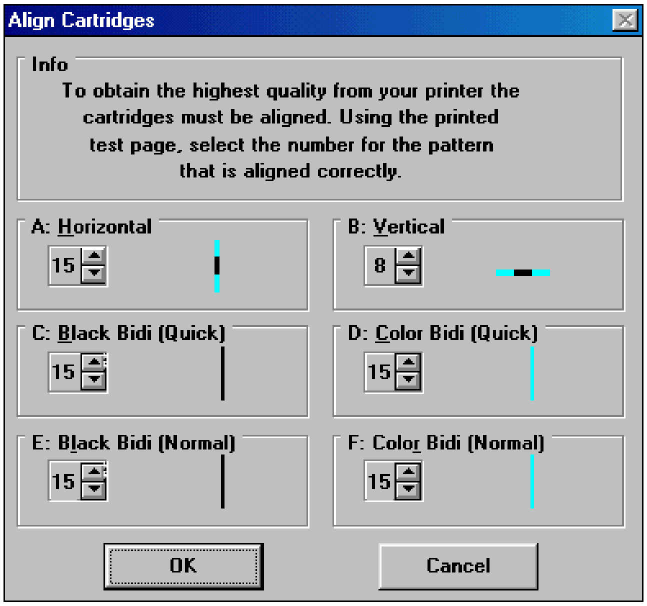
Color
- ● New 15M0120
- ○ New 15M0125
- ○ Old cartridge

Right Carriage

Black
- ○ New 12A1970
- ○ New 12A1975
- ● Old cartridge

Photo
- ○ New cartridge
- ○ Old cartridge

11. Finally the alignment page will print and the following screen will appear. For each of the patterns, enter the number under it that comes closest to forming a perfectly straight line.



Info
To obtain the highest quality from your printer the cartridges must be aligned. Using the printed test page, select the number for the pattern that is aligned correctly.

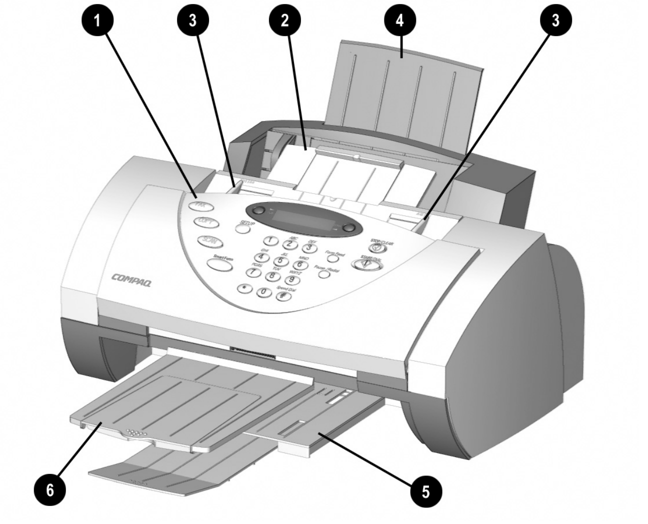
A: Horizontal 15
B: Vertical 8
C: Black Bidi (Quick) 15
D: Color Bidi (Quick) 15
E: Black Bidi (Normal) 15
F: Color Bidi (Normal) 15

NOTE: The first time you send a PC fax, you will be requested to enter the FAX information. Simply follow the instructions on the screen to do this. Alternately you can set up the Station Fax ID (usually your fax telephone number) and Name using the A1000 Settings Utility Fax Tab. See Fax Settings “Fax Settings” in the *Common Procedures* chapter of this guide.

Compaq A1000 Controls and Features

Control Locations and Functions

Take a moment to become familiar with the main components of your A1000.



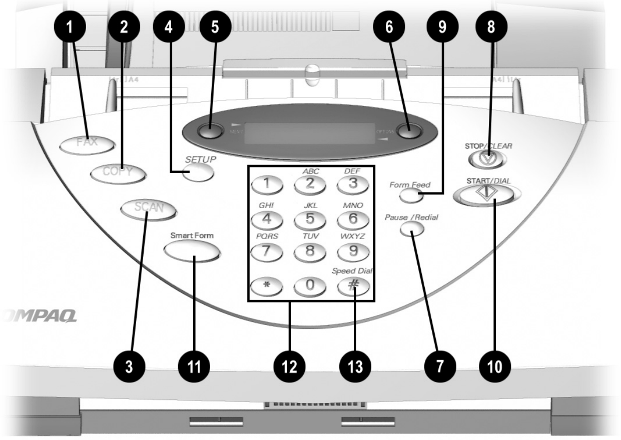
Front view of the A1000

Controls

❶	Control Panel	Accesses the functions of the A1000.
❷	Document Input Tray	Supports documents for faxing, copying, or scanning.
❸	Document Input Guides	Aligns original document for faxing, copying, or scanning.
❹	Paper Input Tray Extension	Supports paper.
❺	Paper Exit Tray	Holds printed pages.
❻	Document Exit Tray	Holds original documents that have been fed through the A1000 scanner.

Control Panel

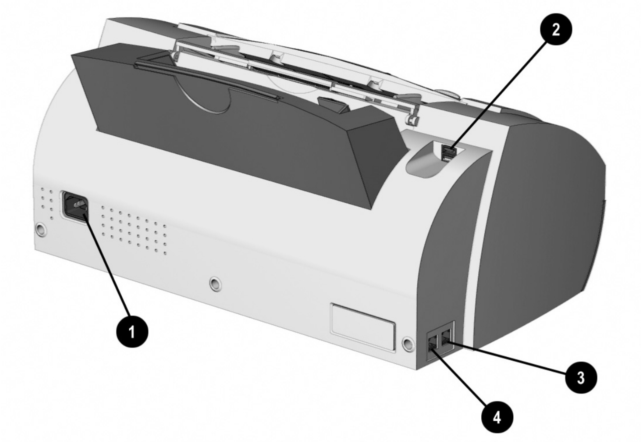
The control panel is located on the front of the A1000.



Control Panel Features

❶	Fax	Use to fax a document.
❷	Copy	Copies a document.
❸	Scan	Creates electronic files on your host computer from hardcopy documents.
❹	Setup	Provides menus to access the system setup, cartridge maintenance, and print report features.
❺	Menu	Displays features for each operation.
❻	Options	Changes the settings for that feature when pressed after the menu button.
❼	Pause/ Redial	Adds a three-second pause when dialing or dials the last number called.
❽	Stop/Clear	Halts an action or clears an incorrect value. When multiple jobs are running, use the **Option** button to select a job. Press **Stop** to stop it or **Start** to let the job continue.
❾	Form Feed	Use to continue printing after reloading the paper tray when it runs out of paper during a print job. Also removes paper if paper does not exit completely after printing.
❿	Start/Dial	Begin a selected action, such as faxing. Press this button first for On Hook Dialing (OHD).
⓫	Compaq Control Form	Prints out the Compaq Control Form or starts a task using this form.
⓬	Keypad	Dials a number or selects a value for printing copies.
⓭	#/ Speed Send	Enters the “#” symbol when dialing. If pressed when system is in the idle state, this button provides access to the Speed Send menu. (Send to Fax or Email.)

Rear View



Rear View Features

❶	AC power cord connector.
❷	USB port (top right).
❸	Extension (EXT) Line to telephone or answering machine.
❹	Telephone (LINE) to wall jack.

Common Procedures

Common Procedures

This section describes several common procedures that you will need to operate your Compaq A1000. These procedures include:

- Accessing the Compaq A1000 Internet Desktop.
- Using the A1000 Monitor Program.
- Changing Default Settings.
- Setting the date and time.
- Printing reports.
- Changing print cartridges.
- Aligning print cartridges.
- Cleaning print cartridges.
- Installing and using the photo cartridge.
- Loading different sized paper.
- Printing on envelopes.
- Calibrating the scanner.
- Using the SETUP Function from the control panel.
- Using the A1000 Settings Utility to set up Print, Fax, Copy and Scan operations including Speed Send and Control Form.

Accessing the Compaq A1000 Internet Desktop

The Compaq A1000 Internet Desktop provides easy access to all of the functions of the A1000 All-In-One. For more details, Compaq is providing extensive Online Help documentation to guide you through all of the capabilities offered by the A1000 Internet Desktop.

To activate the A1000 Internet Desktop program, use either of the following procedures:

- Click **Start→Programs→Compaq A1000 All-In-One→A1000 Internet Desktop**
- Click on the Compaq A1000 Monitor Icon in the system tray if the A1000 Monitor is running.

Using the A1000 Monitor Program

The A1000 can only get assistance for the PC to run PC assisted tasks when the A1000 Monitor Program is running.

The following PC assisted tasks can be performed from the A1000 control panel:

- Multiple black and white photo copies
- Color copy
- Speed Sends that include email addresses and destinations
- All scan operations
- Control Form jobs

For more details on using these procedures, go to the appropriate chapter in this guide; for example, *Faxing*, *Copying* or *Scanning*.

NOTE: It is not necessary to have the A1000 Monitor Program running for any Print, Copy, Fax or Scan operations initiated from your PC.

Once the printer is powered and connected to the PC by the USB cable and the software is installed, the A1000 monitor program will start running by default when the system is powered up. When the A1000 Monitor Program is running, the following icon will appear in the system tray.

If a PC assisted task is in progress, the icon is animated.

Click on the Compaq A1000 Monitor and select the shutdown option to shut down the Compaq A1000 Monitor Program. This is useful if you want to disable the A1000 from using the host PC. For your convenience, the A1000 Internet Desktop and A1000 Settings Utility can be started from here as well.

If the A1000 is not connected, a red '**X**' will appear on the above icon in the system tray.

Changing Default Settings

The computer-based Compaq A1000 Settings Utility provides a simple user interface to change and set up the following features of the A1000:

- Print
- Fax
- Copy
- Scan
- Speed Send
- Compaq Control Form
- Scan To

To access the A1000 Settings Utility, use either of the following methods:

- Click **Start→Programs→Compaq A1000 All-In-One→A1000 Settings Utility.**

  -or-

- Click on the icon below from the A1000 Internet Desktop.

For more details on the settings, see “Compaq A1000 Settings Utility” later in this chapter.

Note that from the A1000 control panel, you can change a limited number of settings. See “Stand Alone Operation” which follows.

Stand Alone Operation

When the computer is not connected, the A1000 can perform the following tasks:

- Send and receive faxes.
- Print multiple black and white copies and single black and white copies in photo mode.
- Support the following setup functions:
  - Change, clean and align the cartridge
  - Print reports
  - Change the receive mode
  - Select paper size and fax receive print quality

For more details on using these procedures, go to the appropriate chapter in this guide; for example, *Faxing*, *Copying*, *Scanning* and “Control Panel Setup Button.”

See “Control Button Setup Panel” later in this chapter for a full list of tasks.

Setting the Date and Time

Accurate date and time is lost when the A1000 loses power. A blinking date and time in the LCD panel will indicate that there has been a power failure. If power is lost for more than a few minutes, the correct time will be lost.

When the PC is connected it can automatically detect this condition and reset the date and time. It will be necessary to set the date and time manually if there is no PC available. This can be done from the computer using the Compaq A1000 Settings Utility or from the A1000 control panel.

Setting the Date and Time from the Computer

To change the date and time from the computer:

1. Run the Compaq A1000 Settings Utility. Click **Start→Programs→Compaq A1000 All-In-One→A1000 Settings Utility.**
2. Select the **Fax** tab.
3. Click the **Time/Date Settings** button.
4. Select the check box to “Set All-In-One time to PC time.” Alternately, if this box is not checked, you can enter the date and time.
5. Click **OK** to update the time in the A1000 display.

See the “More Fax Settings” section in this chapter.

Setting the Date and Time from the A1000 Control Panel

By default, the computer sets the date and time for the A1000. Set the date and time from the A1000 control panel when the A1000 is used in standalone mode.

Complete the following steps to change the date and time from the control panel.

1. Press the **Setup** button. (Date and time is the first menu item in the **Setup** menu.)
2. Enter two digits for the month. For example, enter 01 for January. Note that as you enter valid information, the top line displays the updated date and time.
3. Enter two digits for the day. For example, enter 07 for the 7th.
4. Enter two digits for the year. For example, enter 99 for 1999, or 00 for 2000.
5. Enter two digits for the hour. For example, enter 02 for 2 PM.
6. Enter two digits for the minute. For example, enter 45.
7. Enter 1 for AM or 2 for PM.

You can also use the **Options** button on the A1000 to step through the correct settings. Pressing **Stop** at any time uses the last valid date entered.

Printing Reports

Transmission Report Default Settings

When you send a fax from the A1000, you can choose to:

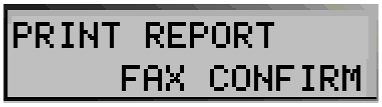
- Never print a confirmation report.
- Always print a confirmation report.
- Print a report if there is an error sending the fax (default setting).—On Error

To make your selection, use the Message Confirm pull-down box in the **Fax** tab of the Compaq A1000 Settings Utility. To access the A1000 Settings Utility, click **Start→Programs→Compaq A1000 All-In-One→A1000 Settings Utility.**

Fax Confirmation Report

From the control panel you can print out a confirmation report for the last fax sent.

1. Press **Setup**.
2. Press the **Menu** button twice. The LCD panel displays the following message:



```
PRINT REPORT
    FAX CONFIRM
```

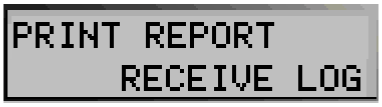
3. Press **Start** to print the report.

Transmission and Reception Logs

The A1000 keeps a log of faxes received or sent by the PC. This log is available from the A1000 Internet Desktop. From the A1000 Internet Desktop click **Tools→Fax→Fax Logs.**

Separate logs for faxes received or sent by the A1000 are stored in the A1000 and can be printed out on request or automatically every 40 transactions. Note that only the last 40 transactions are kept. To print a report, use the following procedure:

1. Press **Setup.**
2. Press the **Menu** button until Print Report displays in the top line of the LCD panel.
3. Press the **Options** button to select the log you want to print.



```
PRINT REPORT
    RECEIVE LOG
```

4. Press the **Start** button to print the report.

Fax logs will be printed automatically if the "Print Fax Logs Automatically" box is checked in the **Fax** tab of the A1000 Settings Utility. To determine if this box is checked, click:

Start→Programs→Compaq A1000 All-In-One→A1000 Settings Utility.

Speed Send List

The Speed Send List contains all of the current Speed Send names with their fax numbers and/or email addresses.

To print a report, use the following procedure:

1. Press **Setup.**
2. Press the **Menu** button until Print Report is displayed in the top of the display.
3. Press the **Options** button to select the Speed Send List.
4. Press **Start** to print the list.
5. To access or edit the Speed Send List, you can use one of the following methods:
    - Click **Start→Programs→Compaq A1000 All-In-One→A1000 Settings Utility.** Click the **Fax** tab, then select the **Address Book** button.

      -or-
    - Click **Setup** then **Speed Send** from the A1000 Internet Desktop.

See the "Speed Send" and "Control Form Setup" sections in this chapter.

Self Test

The Self Test Report prints a nozzle test pattern along with some service information that may be required during a service call.

To print a report use the following procedure:

1. Press **Setup.**
2. Press the **Menu** button until Print Report is displayed in the top of the display.
3. Press the **Options** button to select the Self Test.
4. Press **Start** to print the self test.

Changing Print Cartridges

CAUTION: When changing cartridges, avoid touching the motor located in the front right corner load area, as it can be hot.

The system can keep track of the ink level in each of the three cartridge types: black, color, and photo. When you tell the system that a new cartridge has been installed, the ink level for that cartridge type is set back to full.

If you tell the system that you are installing an old cartridge, the ink level for that cartridge type is not reset. This allows exchanging the black and photo cartridge as required while maintaining the ink level for both. You can also use the old selection when you take a cartridge out for cleaning. For more information, see the “Cleaning Print Cartridges” section in this chapter.

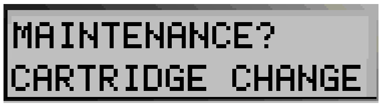
Changing Print Cartridges from the Computer

1. Access the Compaq A1000 Printer Control Program by clicking **Start→Program→Compaq A1000 All-In-One→A1000 Printer Control Program.**
2. Select the **Cartridges** tab.
3. Click the button that indicates the cartridge that you want to install: Black, Color or Photo.
4. Lift the control panel by pulling toward you on the edge nearest the LCD display.
5. Lift the cartridge access door.
6. Replace/install the selected cartridge.
7. Close the cartridge access door.
8. Close the control panel. Press firmly on the top center of the control panel until it snaps into place.
9. Click the button that indicates which cartridge is being installed. If it is a new cartridge, be sure to verify that the correct type is selected: standard or high yield.
10. Installing new cartridges requires an alignment check and an alignment pattern will automatically print. Go to step 4 of “Aligning Print Cartridges from the Computer” in this chapter.
11. When re-installing old cartridges, the alignment procedure is optional.

Changing Print Cartridges from the A1000 Control Panel

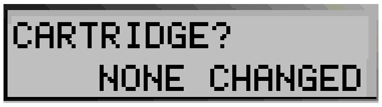
Before opening the control panel, complete the following steps:

1. Press the **Setup** button.
2. Press the **Menu** button once or until the following message is displayed:



```
MAINTENANCE?
CARTRIDGE CHANGE
```

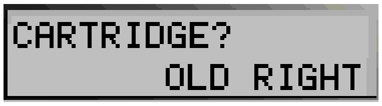
3. Press the **Start** button and the carriage will center itself.
4. Lift the control panel by pulling toward you on the edge nearest the LCD panel.
5. Lift the cartridge access door. Replace/install the selected cartridge. Install the color cartridge in the left position. Install the black or photo cartridge in the right position.
6. Close the cartridge access door and the control panel. Press firmly on the top center of the control panel until it snaps into place. The LCD panel displays the following message:



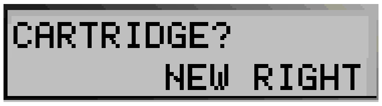
```
CARTRIDGE?
    NONE CHANGED
```

7. Press **Start** if you did not change any cartridges. If you changed a cartridge, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

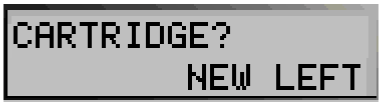
NOTE: The Left position holds the color cartridge and the Right position holds either the black or photo cartridge.



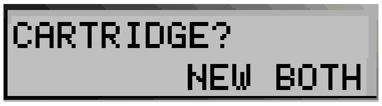
```
CARTRIDGE?
       OLD RIGHT
```



```
CARTRIDGE?
       NEW RIGHT
```

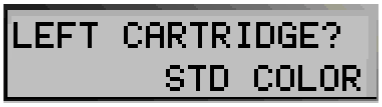


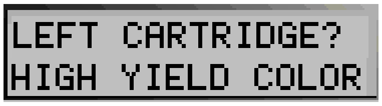
```
CARTRIDGE?
        NEW LEFT
```



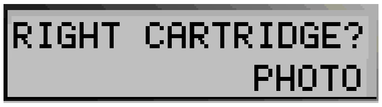
```
CARTRIDGE?
        NEW BOTH
```

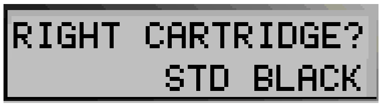
8. If you select New Left or New Both cartridges in Step 7, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

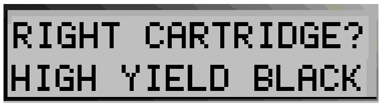

LEFT CARTRIDGE?
STD COLOR


LEFT CARTRIDGE?
HIGH YIELD COLOR

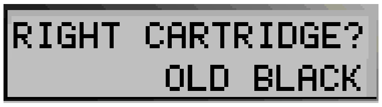
9. If you select New Right or New Both cartridges in Step 7, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.

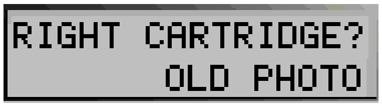

RIGHT CARTRIDGE?
PHOTO


RIGHT CARTRIDGE?
STD BLACK


RIGHT CARTRIDGE?
HIGH YIELD BLACK

10. If you select Old Right cartridges in Step 7, press the **Options** button until the correct answer displays on the LCD panel. Press **Start**.


RIGHT CARTRIDGE?
OLD BLACK


RIGHT CARTRIDGE?
OLD PHOTO

11. If any new cartridges were installed, then an alignment is required. An alignment pattern automatically prints. Go to step 6 of "Aligning Print Cartridges from the A1000 Control Panel" in this chapter.

Aligning Print Cartridges

Cartridge alignment can be done from the computer by using the Compaq A1000 Printer Control Program or from the A1000 control panel.

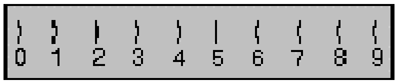
The print cartridges should be aligned after installing a new print cartridge or if the black portions of graphics do not align with the color portions. The alignment pattern automatically prints after installing a new cartridge.

Aligning Print Cartridges from the Computer

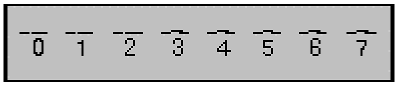
To print the alignment pattern:

1. Access the Compaq A1000 Printer Control Program by clicking **Start→Programs→Compaq A1000 All-In-One→A1000 Printer Control Program**.
2. Click the **Cartridges** tab from the A1000 Printer Control Program.
3. Click the **Align Cartridges** button. The alignment test page will print and the "Ink Cartridge Alignment" dialog box will appear on your screen.
4. Enter the alignment information.
5. Depending on the cartridge combination you have installed on your printer, the A1000 prints a test page with two or more alignment patterns similar to those shown below. Each pattern has a number under it.

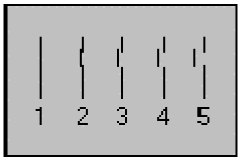
A



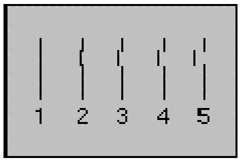
B



C



D



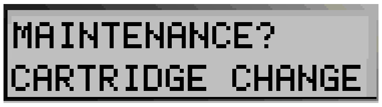
6. Locate the number under the alignment pattern that comes closest to forming a perfectly straight line from each group on the test page.
7. For example, in sample group A above, pattern 5 comes closest to forming a straight line.
8. Enter the number you chose as the appropriate alignment setting for each group in the dialog box. Use the **Up** and **Down** arrow keys.

9. Click **OK** after you have entered a number for each of the groups.

Aligning Print Cartridges from the A1000 Control Panel

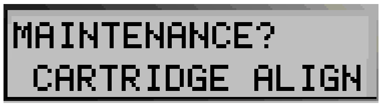
To print the alignment pattern:

1. Press **Setup**.
2. Press the **Menu** button until the following message appears on the LCD panel:



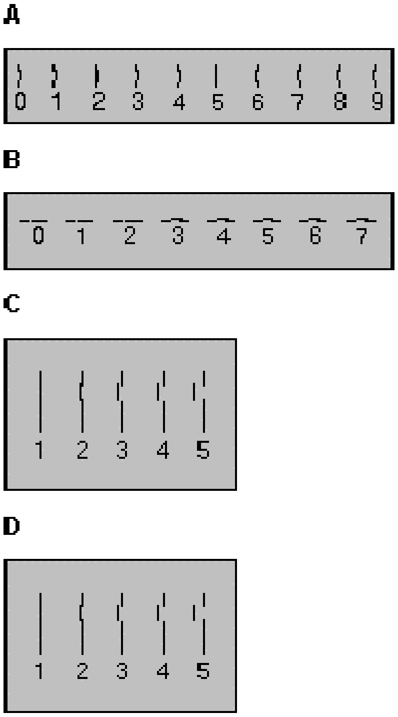
```
MAINTENANCE?
CARTRIDGE CHANGE
```

3. Press the **Options** button until the following displays:



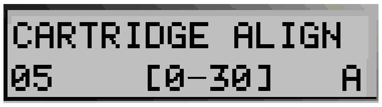
```
MAINTENANCE?
 CARTRIDGE ALIGN
```

4. Press **Start**. The Cartridge Alignment page prints.
5. Enter the Cartridge Alignment information. Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns similar to the ones shown below is printed. Each pattern has a number under it.



6. Locate the number under the alignment pattern that comes closest to forming a perfectly straight line from each group on the test page.

   For example, in sample group A, pattern 5 comes closest to forming a straight line.
7. Enter the 2-digit number on the keypad using a leading 0 for the "A" alignment pattern, if necessary. In this example, press the **0** and **5** buttons. The LCD panel displays the following message:



```
CARTRIDGE ALIGN
05    [0-30]   A
```

8. Re-enter the alignment value if an out of range two-digit number was entered.

   NOTE: If the displayed value is correct just press the **Options** button.
9. Repeat steps 6 through 8 for the remaining printed out patterns. Note that the number of patterns printed depends on the cartridge types installed.

Cleaning Print Cartridges

There are approximately 200 nozzles on each of the cartridges. Depending on the cartridge type, the nozzles are all one color (black) or split into 3 groups of different colors (color or photo).

Cleaning the ink jet nozzles on the print cartridges improves the print quality.

There are several situations that can result in some of the nozzles not working properly.

- If the cartridge is new, it may take a couple of cleaning cycles to get all of the nozzles working.
- If the printer has not been used for an extended period of time, the cartridges may not function properly.
- A build up of ink on the bottom of the cartridge may affect the cartridge performance.
- If the cartridge is running out of ink, the cartridge will not function properly. In this case, cleaning the cartridge will not help the nozzles to fire. You must replace the ink cartridge.

There are two methods to clean the ink cartridges:

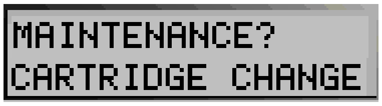
- Clean and nozzle test, which can be done from the control panel or the computer application.
- Wiping the print cartridge nozzles.

Printing the Cartridge Clean and Nozzle Test from the Computer

1. Access the Compaq A1000 Printer Control Program by clicking **Start→Programs→Compaq A1000 All-In-One→A1000 Printer Control Program.**
2. Click the **Cartridge** tab, then click on the **Clean Print Nozzles** button. The cleaning pattern prints.

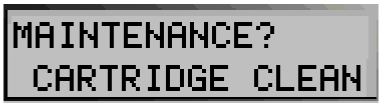
Printing the Cartridge Clean and Nozzle Test from the Control Panel

1. Press **Setup**.
2. Press the **Menu** button until the following message appears on the LCD panel:



MAINTENANCE?
CARTRIDGE CHANGE

3. Press the **Options** button until the following message appears on the LCD panel:



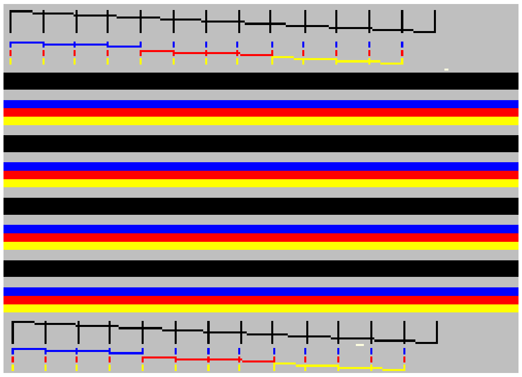
MAINTENANCE?
CARTRIDGE CLEAN

4. Press **Start.**

Checking the Clean Nozzle Printout

1. Examine the test pattern.

   The example below shows a test pattern of all nozzles functioning correctly. The first pattern printed in each group is from the black (or photo) cartridge. The second one is from the color cartridge.



2. Compare the diagonal line above the printed bars to the diagonal line below the printed bars.

   Look for a break in the diagonal lines. A broken line indicates clogged nozzles.

   If the bottom line has fewer breaks or better print quality than the top line, run the test two more times. If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.

   If the print quality of both lines is not satisfactory after running the test three times, perform the following steps:

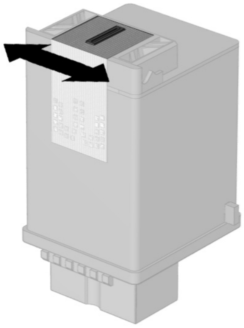
   a. Remove and reinstall the print cartridge. For more information, see the “Changing Print Cartridges” section in this chapter.
   b. Repeat the nozzle test.
   c. Wipe the print cartridge nozzles if the lines are still broken.

Wipe the Print Nozzles

Wipe the print nozzles only if you have already cleaned the print nozzles but the print quality is still not satisfactory.

Wiping the print nozzles removes dried ink from the nozzles. To wipe the print nozzles:

1. Remove the print cartridge from the printer. Because you will be replacing the old cartridge, be sure you select old as the cartridge type to ensure that the ink monitoring system stays accurate. For instructions see the “Changing Print Cartridges” section in this chapter.
2. Use a dry tissue to gently clean the entire copper colored area including the nozzles and contacts.



Cleaning the print cartridges

When cleaning the color print cartridge, wipe the nozzles in one direction so the colors do not mix.

To dissolve dried ink, hold a damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

1. Allow the copper-colored area to dry.
2. Reinstall the print cartridge and repeat the nozzle test. Be sure that you select old when re-installing the cartridge to maintain the current ink count.

3. Remove the cartridge if the nozzle test line is still broken. Wipe the print cartridge carrier contacts with a tissue or soft cloth.

Installing and Using the Optional Photo Cartridge

The photo cartridge gives excellent, near photo quality printing when used in conjunction with specialty coated or photo papers.

When you wish to use a photo cartridge, replace the black cartridge (right carriage position) with the photo cartridge. Store the black cartridge in the case provided with the photo cartridge.

To change the photo or black cartridge, use the install cartridge procedure described in the “Changing Print Cartridges” section of this chapter. To ensure correct ink level records are maintained, always select **old** when installing a used black or used photo cartridge. Use **new** only when installing a new cartridge.

The ink level for one used ink cartridge of each type (color, black, and photo) is tracked. The use of a second old cartridge of the same type disrupts ink tracking and will result in incorrect ink level reporting and possibly lost faxes.

When you have finished using the photo cartridge, immediately swap it with the black cartridge.

The reasons for replacing the photo cartridge with the black ink cartridge are:

- Photo cartridges should be used for printing pictures. Using it for normal faxing and black printing operations will prematurely deplete the black ink in the photo cartridge.
- Printing black with the photo cartridge installed will be much slower than using the black cartridge.

Always store the black or photo cartridge that is not being used in the storage container that is provided with the photo cartridge.

Loading Different Sized Paper

The A1000 supports A4, Letter, and Legal in the paper input tray.

To load paper into the A1000:

1. Insert the paper into the paper input tray. Make certain that the side you want to print on is facing you. Orient the paper so that the head of the paper is facing down.
2. Align the paper with the paper guides. Squeeze the paper guide and move it to the right to match the width of the paper.

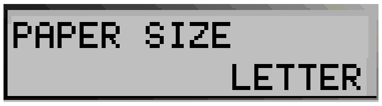
For standalone copy and fax operations make sure that you select the correct paper size. For more information on setting the paper size, see the “Setting Paper Size from the Control Panel” section in this chapter.

Setting Paper Size for Standalone Copying and Faxing from the Computer

1. Access the Compaq A1000 Settings Utility. Click **Start→Programs→Compaq A1000 All-In-One→A1000 Settings Utility.**
2. Select the **Fax** tab.
3. Select the size of the paper from the Paper Size drop down box.
4. Click **OK.**

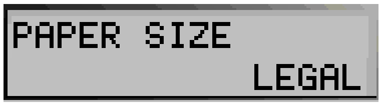
Setting Paper Size for Standalone Copying and Faxing from the Control Panel

1. Press **Setup**.
2. Press the **Menu** button until the following message appears on the LCD panel:

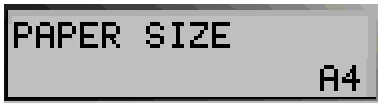


PAPER SIZE
LETTER

3. Press the **Options** button until the desired paper size appears on the LCD panel.



PAPER SIZE
LEGAL



PAPER SIZE
A4

4. Press **Stop** to return to the ready state. The last paper size displayed is the size that will be used.

Setting the Default Paper Size for Computer-assisted Copying and Printing

1. Open the PRINTERS folder. Click **Start→Settings→Printers.**
2. Click with the right mouse button on the **Compaq A1000** icon, then select **Properties.**
3. Select the **Paper** tab.
4. Select the size and type of paper installed.
5. Click **OK.**

Printing on Envelopes

Preparing Envelopes for Printing

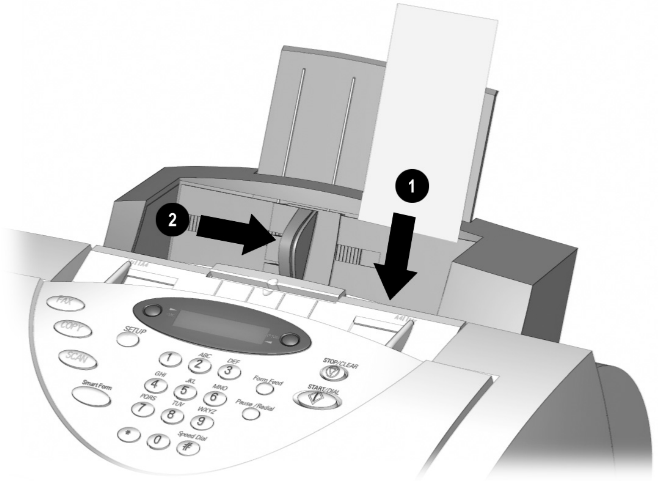
The following envelopes are not recommended because they may cause jams or smears, or may damage the A1000.

- Envelopes with windows, holes, perforations, cutouts, and double flaps
- Envelopes made with special coated paper or deeply embossed paper
- Envelopes containing letters

Loading an Envelope

IMPORTANT: Before you can print on an envelope, you must select the envelope as your paper size. Refer to the printing documentation of your word processing software for instructions.

1. Remove the paper from paper input tray.
2. Load envelopes to the right (viewed from front). The side you will be printing on should be facing you.



Inserting an envelope

3. Squeeze and slide the paper guide so that it touches the envelopes.
4. Set up the application to print on the size of the envelope loaded. You can set up the print size from the **Properties** button of the **Print** dialog box.
5. Print the envelope(s).

When printing is complete:

1. Replace the printer paper in the paper input tray.
2. Squeeze and slide the paper guide so that it touches the paper.

Calibrating the Scanner

The scanner may need calibrating if you see vertical streaks in your scanned or copied images. This procedure is also recommended after cleaning the document scanner. See the *Maintaining Your A1000* chapter in this guide.

To re-initialize the scanner calibration, complete the following steps:

1. Place a clean, white sheet of paper in the document input tray.
2. Press **Setup** on the A1000 front control panel.
3. Press the **Menu** button once. MAINTENANCE will appear in the top line.
4. Press the **Options** button three times. SCANNER INIT will appear in the bottom line of the display.
5. Press **Start.**
6. The calibration process will take less than 30 seconds.

Control Panel Setup Button

From the **Setup** button on the All-In-One control panel, you can select the following features. Most of the features along with many more features are available from the Compaq A1000 Settings Utility in your computer.

To access **Setup** button features:

1. Press the **Setup** button.
2. Press the **Menu** button to cycle through **Setup** button features.
3. Press the **Options** button to change the settings.

Setup Button

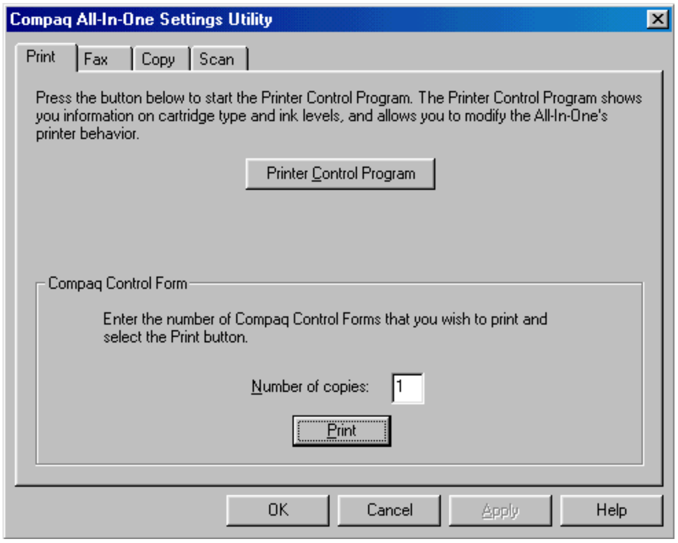
Menu	Options	Description
Date/Time	• Month • Date • Year • Hour • Minute • AM/PM	These options allow you to change the date and time.
Maintenance	• Cartridge Change	Use Cartridge Change to gain access to the Printer Cartridges for removal or insertion.
	• Cartridge Align	Use Print Align when the printed text looks jagged.
	• Cartridge Clean	Use Print Clean when the Self Test page shows a clogged nozzle.
	• Scanner Init	Use Scanner Init to recalibrate the scanner after cleaning the scanner or when vertical stripes are visible in scanned images.
		Press the **Start** button to initiate the selected report.
Print Report		This setting allows you to print five different reports.
	• Fax Confirm	The Fax Confirm Report prints a report for the last fax sent.
	• Transmit Log	The Transmit Log lists the faxes that were sent.
	• Receive Log	The Receive Log lists the faxes that were received.
	• Speed Send List	The Speed Send List lists the Speed Send numbers and names.
	• Self Test	The Self Test checks that the printer is functioning correctly.
		Press the **Start** button to initiate the selected report.
Paper Size	• Letter • Legal • A4	Use this feature for fax printing and standalone copy functions only. The size of paper loaded into the paper input tray should always be selected here.
Fax Print	• Letter Quality	Use Letter Quality for the best quality print.
	• Draft Quality	Use Draft Quality to print faster and use less ink.
	• Ink Save	Use Ink Saver to use less ink.
Ringer Volume	• Off • Low • Mid • High	Use these settings to adjust the ringer volume. Use with Silent Operation for silent reception of faxes.
Silent Operation	• No • Yes	Select this mode for quiet fax reception. When **Yes** is selected, error tones are not generated. Use with ringer volume **Off** for quiet fax reception.
Fax Receive Mode	• Tel	The Tel setting allows you to use an extension telephone and start the fax by pressing *9* on the handset if an incoming fax is heard.
	• Ans/Fax	The Ans/Fax settings allow an answering machine to be attached to your A1000. When a call comes in, the fax senses the fax tones. If it doesn't sense these tones, then the answering machine allows the caller to leave a message.
	• Fax	The Fax setting should be used when the A1000 is attached to a dedicated Fax telephone line.
	• DRPD	The DRPD mode is available once a distinctive ring pattern is learned.

continued

Setup Button

Menu	Options	Description
Setup DRPD	• Learn	Press **Start** to set the A1000 to learn the next ring pattern. Call the Fax telephone number from another telephone within three minutes. You must have the DRPD Service enabled by your telephone company.
Fax Memory XMIT	• On or Off	When On, all faxes will be scanned into memory and then faxed. When Off, all faxes will be faxed and scanned at the same time. **NOTE**: For Fax Resolution options of Super Fine and Super Fine Photo, this selection is ignored and the documents are faxed directly.

Compaq A1000 Settings Utility



Press the button below to start the Printer Control Program. The Printer Control Program shows you information on cartridge type and ink levels, and allows you to modify the All-In-One's printer behavior.

Compaq Control Form

Enter the number of Compaq Control Forms that you wish to print and select the Print button.

Number of copies: 1

Print

Changing Settings Overview

This section describes setting the default features and other settings of the A1000. When you need to make a temporary change for a specific job, you can use the A1000 control panel. When you are finished with the current job, the A1000 defaults back to the default features settings that you select in this section.

Accessing the Compaq A1000 Settings Utility

There are a number of ways to access the A1000 Settings Utility:

- From the **Start** button:

  Click **Start→Programs→Compaq A1000 All-In-One→ A1000 Settings Utility.**

- From the Compaq A1000 Internet Desktop, click on this icon:

- From the system tray, click on the A1000 Monitor icon and select A1000 Settings Utility

Print Settings

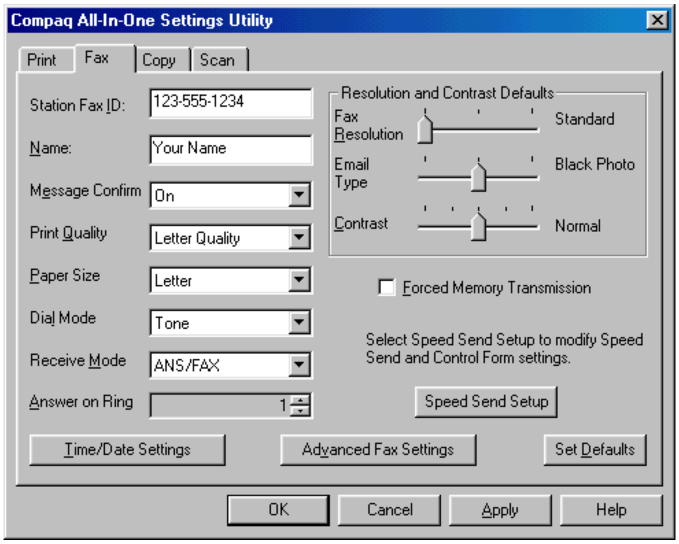
This section describes the **Print** tab.

Print Settings

Field	Description	Options
Printer Control Program	Allows you to access the Printer Control Program.	Click this button to access the Printer Control Program.
Print	Allows you to print the Compaq Control Forms.	Select the number of copies to print. Click **Print** when you are ready to print.

Fax Settings

This section describes the different settings for Fax mode.



Station Fax ID: 123-555-1234
Name: Your Name
Message Confirm: On
Print Quality: Letter Quality
Paper Size: Letter
Dial Mode: Tone
Receive Mode: ANS/FAX
Answer on Ring: 1
Fax Resolution: Standard
Email Type: Black Photo
Contrast: Normal
☐ Forced Memory Transmission

Select Speed Send Setup to modify Speed Send and Control Form settings.

Fax Settings

Field	Description	Options
Station Fax Id	Station ID. This info appears in the header of outgoing faxes.	It is suggested that this be set to the fax phone number.
Name	Your company or personal name. This information appears in the header of outgoing faxes.	
Message Confirm	Confirmation report.	Settings are Off, On, or On-Error.
Print Quality	Quality of incoming fax.	Letter Quality, Draft Quality, or Ink Save.
Paper Size	Change size for the paper in the input tray.	Settings are Letter, A4, or Legal.
Dial Mode	Type of phone line.	Settings are Tone or Pulse.
Receive Mode	Allows you to set the mode from Fax, Tel, Ans/Fax, and DRPD. For more information on the various modes, see the *Faxing* chapter in this guide.	Press arrow down to select from the pull down menu. See the *DRPD* section in the *Faxing* chapter before selecting DRPD.
Answer on Ring	The number of rings before the fax answers in Fax mode.	Settings are 1-7.

continued

Fax Settings

Field	Description	Options
Resolution	Resolution of outgoing fax.	Settings are Standard, Fine, or Fine Photo.
Email Type	Type of email image to send.	Settings are Black, Photo, and Color.
Contrast	Darkens or lightens copy.	Settings are Darkest, Darker, Normal, Lighter, or Lightest.
Forced Memory Transmission	Outgoing faxes are transferred to A1000 memory then faxed.	When checked, all pages are scanned before the fax operation begins.
Speed Send Setup	Allows you to access the Compaq Desktop Address Book to setup Speed Send and Control Form destinations.	Press this button to modify Speed Send and Control Form settings.
Set Defaults	Changes settings to factory default settings.	Press this button to set the defaults.
Time/Date Settings	Access Time and Date settings.	
Advanced Fax Settings	Access Advanced Fax Settings.	Sets auto reduction, discard sized, redial, options, ringer and speaker volume and miscellaneous options.

Speed Send and Control Form Setup

Destinations for the Speed Send and Control Form can be set up from the entries in the Compaq A1000 Internet Desktop Address Books. Access the Address Books from the Compaq Internet Desktop Menu by clicking **Tools→Fax→Fax Phone Books.**

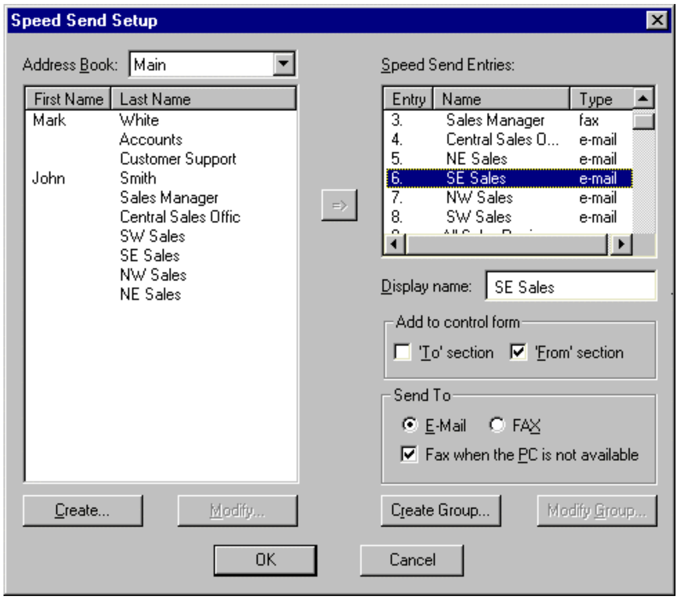
Use the Speed Send Setup to select entries for Speed Send and the Compaq Control Form.

Access Speed Send from the **Speed Send Setup** button on the **FAX** tab in the A1000 Settings Utility as described above. Alternately you can access Speed Send from the Compaq Internet Desktop Menu by clicking **Setup→Speed Send.**

To download Speed Send entries to the A1000, complete the following steps:

1. Click on the name you want to use in the Address Book to highlight it.
2. Click on the Speed Send entry number you wish to use for this address.
3. Press the **=>** button.

You may wish to modify the display name that appears in the LCD panel.



Address Book: Main

First Name	Last Name
Mark	White
	Accounts
	Customer Support
John	Smith
	Sales Manager
	Central Sales Offic
	SW Sales
	SE Sales
	NW Sales
	NE Sales

Speed Send Entries:

Entry	Name	Type
3.	Sales Manager	fax
4.	Central Sales O...	e-mail
5.	NE Sales	e-mail
6.	SE Sales	e-mail
7.	NW Sales	e-mail
8.	SW Sales	e-mail

Display name: SE Sales

Add to control form

☐ 'To' section ☑ 'From' section

Send To

● E-Mail ○ FAX

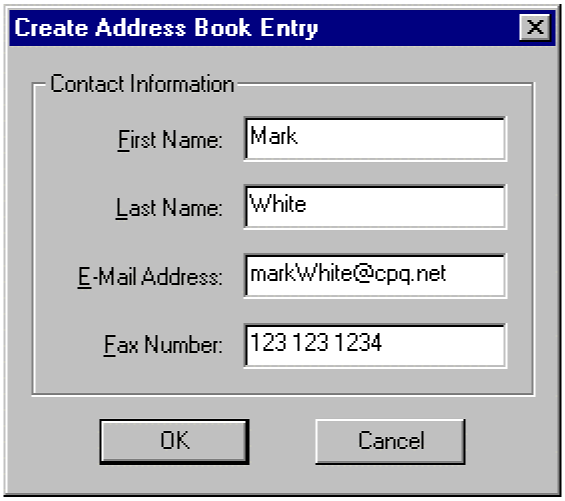
☑ Fax when the PC is not available

Speed Send setup

Field	Description	Options
Address Book	Name of currently selected Address Book.	Select any previously created Address Book.
Create	Access to create a new Address Book entry.	
Modify	Access to modify an existing Address Book entry.	
Speed Send Entries	Displays all of the current Speed Send entries selected that will appear in the LCD display.	The Entry Number is the number that can be used for direct selection on the control panel. The name is the name from the Address Book. The Type indicates if it is a Group Send, Fax or Email destination.
Display Name	Allows you to edit the name so that it fits on the LCD display.	
Add Entry to Control Form	Check the From box or the To box to add Address Book entries to the control form.	Up to a maximum of 8 From selections and 16 To selections may be made.
Send to EMail	Select this option if you prefer to email to your recipient.	This option will only be presented if there is an Email address in the Address Book.
Send to Fax	Select this option if you prefer to fax to your recipient.	This option will only be presented if there is a Fax address in the Address Book.
Fax when PC is not available	If the PC is not connected, use the Fax telephone number.	
Create Group	Select to create a new Group that will replace the current Speed Send entry. with the new group.	
Modify Group	Select to Modify Group for modification of the currently selected group.	

Create or Modify Address

Select the **Create** or **Modify** buttons to create a new or modify an existing Address Book entry.


Create Address Book Entry
Contact Information
OK
Cancel

First Name: Mark

Last Name: White

E-Mail Address: markWhite@cpq.net

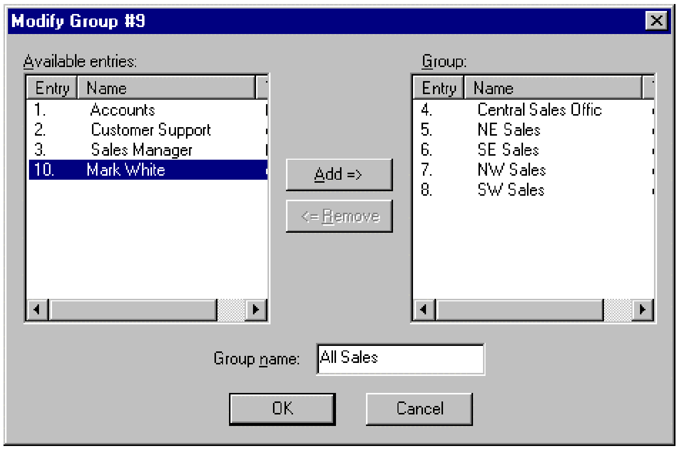
Fax Number: 123 123 1234

Create or Modify Group

Select the **Create Group** or **Modify Group** buttons to create a new or modify an existing group. You can add any Speed Send entry to the group.

The group name you enter identifies the group in the Speed Send list.

Click on the entry you want to add or remove to highlight it. Click on the **Add=>** or **<=Remove** button.


Modify Group #9
Add =>
<= Remove
OK
Cancel

Available entries:

Entry	Name
1.	Accounts
2.	Customer Support
3.	Sales Manager
10.	Mark White

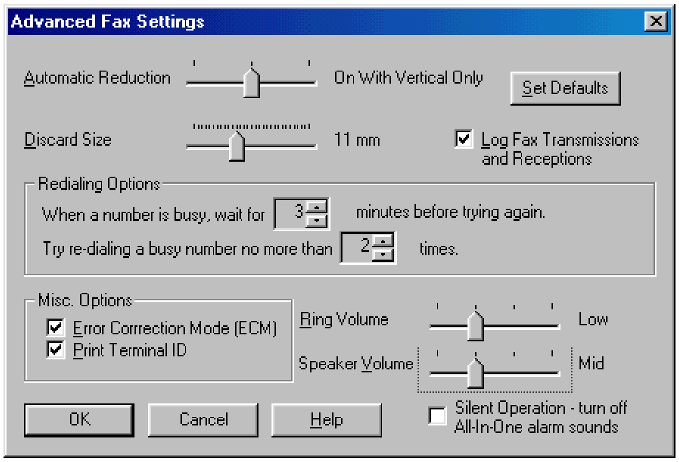
Group:

Entry	Name
4.	Central Sales Offic
5.	NE Sales
6.	SE Sales
7.	NW Sales
8.	SW Sales

Group name: All Sales

Advanced Fax Settings

This section describes Advanced Fax Settings. To access this screen, click **Advanced Fax Settings** on the **Fax** tab of the Compaq A1000 Settings Utility. This allows you to change advanced features related to faxing.


Advanced Fax Settings
Set Defaults
Redialing Options
Misc. Options
OK
Cancel
Help

Automatic Reduction: On With Vertical Only

Discard Size: 11 mm

☑ Log Fax Transmissions and Receptions

When a number is busy, wait for 3 minutes before trying again.

Try re-dialing a busy number no more than 2 times.

☑ Error Correction Mode (ECM)

☑ Print Terminal ID

Ring Volume: Low

Speaker Volume: Mid

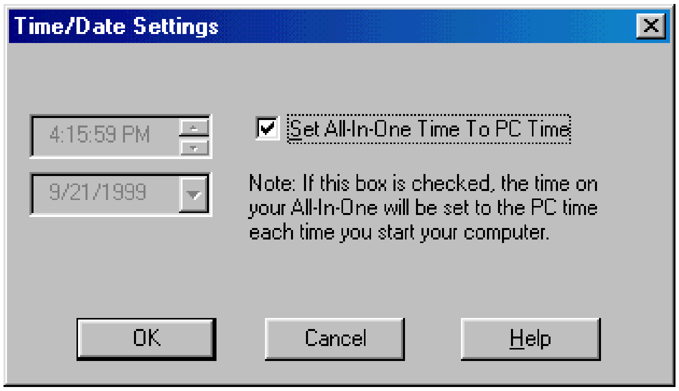
☐ Silent Operation - turn off All-In-One alarm sounds

Advanced Fax Settings

Field	Description	Options
Automatic Reduction	Reduces an incoming fax to fit on the paper in the input tray.	Settings are Off, On with Vertical only (reduces vertically), On (reduces horizontally and vertically).
Discard Size	Allows you to set the discard size for incoming faxes that are slightly longer than the paper in the A1000.	Settings are 0mm – 30mm in 1mm increments. Setting a discard size prevents a tiny amount of data being printed at the top of a second page.
Set Defaults	Changes Advanced Fax settings to factory default settings.	Press this button to set the defaults to factory defaults.
Log Fax Transmissions and Receptions	Prints out a log every 40 transactions.	Select this box to print out a log every 40 transactions.
Redialing Options	Allows you to set how many minutes to wait before redialing and how many times to redial when a line is busy.	Settings are 1-7 minutes and 0-2 times to redial.
Error Correction Mode (ECM)	Allows you to ensure error-free transmission with another fax machine running ECM when the line quality is poor.	Select this box to turn on this feature.
Print Terminal ID	Allows the machine to print the page number, date, time of reception, the Station Fax ID and Name of the remote fax at the top of a received document.	Select this box to turn on this feature.
Ring Volume	Set the ring volume.	Settings are Off, Low, Mid, or High.
Speaker Volume	Set the speaker volume.	Settings are Low, Mid, Mid-High, or High.
Silent Operation	Allows alarm sound to be turned off. When used in conjunction with Ring Volume set to Off, faxes can be received silently.	When checked, turns off All-In-One alarm sounds. For silent reception of faxes, use in conjunction with Ring Volume Off.

Time/Date Settings

To access this screen, click **Time/Date** on the **Fax** tab of the Compaq A1000 Settings Utility.



4:15:59 PM

9/21/1999

☑ Set All-In-One Time To PC Time

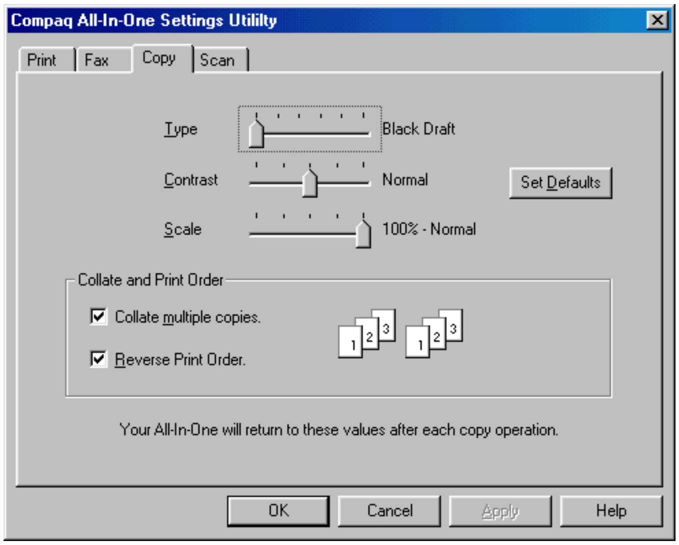
Note: If this box is checked, the time on your All-In-One will be set to the PC time each time you start your computer.

Date and Time Settings

Field	Description	Options
A1000 Time and Date Settings	Set the time settings for Compaq A1000.	Select Set A1000 Time to PC time or set the time using the down arrows to select the month, day, year, hour, minute, and second.

Copy Settings

This section describes the different settings for Copy mode.



Type: Black Draft

Contrast: Normal

Scale: 100% - Normal

Collate and Print Order

☑ Collate multiple copies.

☑ Reverse Print Order.

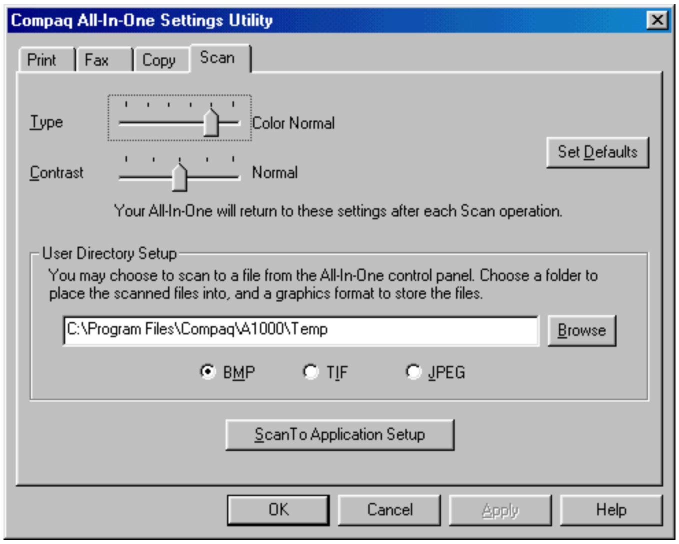
Your All-In-One will return to these values after each copy operation.

Copy Settings

Field	Description	Options
Type	Changes type of copy.	Settings are Black Draft, Black Normal, Black Photo, Color Draft, Color Normal, and Color Best.
Contrast	Darkens or lightens copy.	Settings are Darkest, Darker, Normal, Lighter, and Lightest.
Scale	Reduces or enlarges copy.	Settings are 75% Lg to Ltr, 80% Lgl to A4, 90% A4 to Ltr, 93% Ltr to A4, and 100% Normal.
Collate	Arranges multiple copies in 1-2-3 order.	Check this box to activate the collate feature.
Reverse Print Order	Selecting reverse Print Order will print the last page scanned first. As pages are printed face up, selecting this feature will maintain the original page order for the copy. All pages will be scanned to memory then printed.	Can be On(checked) or Off.
Set Defaults	Changes settings to factory default settings.	Press this button to set the defaults.

Scan Settings

This section describes the different settings for Scan mode.



Type: Color Normal

Contrast: Normal

Your All-In-One will return to these settings after each Scan operation.

User Directory Setup

You may choose to scan to a file from the All-In-One control panel. Choose a folder to place the scanned files into, and a graphics format to store the files.

C:\Program Files\Compaq\A1000\Temp

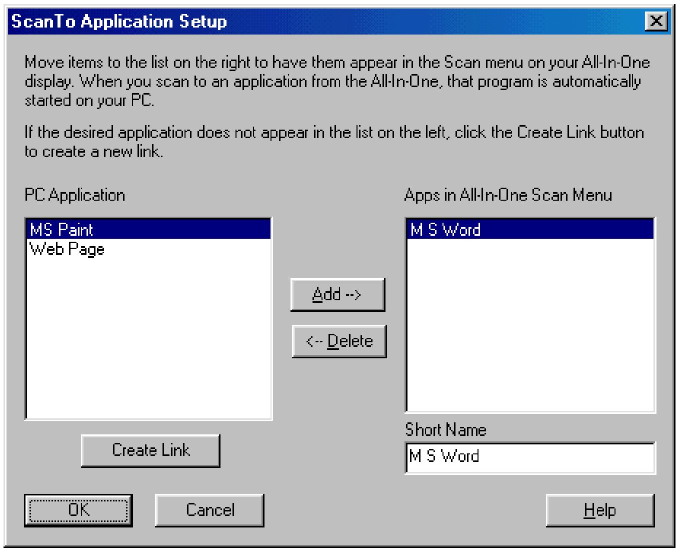
● BMP ○ TIF ○ JPEG

Scan Settings

Field	Description	Options
Type	Changes type of scan.	Settings are Black Draft, Black Normal, Black Photo, Color Draft, Color Normal, and Color Best.
Contrast	Darkens or lightens scan.	Settings are Darkest, Darker, Normal, Lighter, and Lightest.
Set Defaults	Changes settings to factory default settings.	Press this button to set the defaults.
User Directory Setup	Folder to save images scanned to User Directory from the control panel.	Type or press Browse to browse, to select a file location, and select the file type (*.bmp, *.tif, *.jpeg).
Scan To Application Setup	Set up the software application names that will appear in the control panel Scan menu.	Press this button to access the Scan To Application Setup panel.

Scan To Application Setup

This section describes how to add up to five application names to the A1000 control panel. To access this screen, press the **Scan To Application Setup** button on the **Scan** tab of the Compaq A1000 Settings Utility.



Move items to the list on the right to have them appear in the Scan menu on your All-In-One display. When you scan to an application from the All-In-One, that program is automatically started on your PC.

If the desired application does not appear in the list on the left, click the Create Link button to create a new link.

Short Name: M S Word

Scan to Application Setup

Field	Description	Options
PC Application	Lists the software applications in your computer.	Highlight the software application you want to add to the Scan To menu of your Compaq A1000 control panel.
Add	Adds the highlighted name to the Applications in Scan Menu list.	Press this button to add the highlighted name from the PC Application list.
Delete	Deletes the selected name from the A1000 Control Panel Scan To Menu.	Press this button to delete the highlighted name in the A1000 Control Panel Scan To Menu.
Applications in All-In-One Scan Menu	Shows the current applications loaded in the control panel of the Compaq A1000.	Scroll up or down to select from the list.
Short Name	Shortened name appears on the A1000 control panel Scan To menu.	Highlight the name in the Applications in the A1000 Scan Menu and type the short name.
Create Link	Use to set up additional PC applications as destinations for scanning.	Press this button to create a text (OCR) or graphic link to a PC application.

Compaq A1000 Control Form

Overview

The Compaq Control Form is a paper document that you can use to give instructions to your A1000. You can mark it with a pencil or pen, feed it into the scanner, and the A1000 software will read your instructions and execute them. Control Form compliments the A1000 Control Panel and the A1000 software on your computer.

A Control Form can be used more than once and you can use it to perform a variety of operations simultaneously. For example, if you wanted to make a paper copy of a document and store an image of that document on your computer, you could do both of these operations at once on a single Control Form. You could also reuse that form each time you want to do a similar job.

You may want to print several copies. Keeping a supply of printed Control Forms available will save time when you are ready for the A1000 to perform a task.

Control Form provides an easy way to work with your A1000. It is particularly useful if you need to do several things with one document.

For example:

- Check applicable boxes in the FAX section to automatically send a document to any previously defined Speed Send entry in the Control Form. Each Speed Send entry can be a fax or email. All of the selected entries on the Control Form will receive the document that follows it. In addition, if you check the applicable option, each of the recipients will receive the handwritten note on an individually addressed cover sheet. The Control Form itself will not be sent.
- Check the scan box to store a scanned image on your hard drive in the format of your choice. In addition, you can choose to scan to a Web Page.
- Check a combination of Fax, Copy, and Scan boxes on the Compaq Control Form to perform several operations at once.

NOTE: Refer to the sample Control Form and the corresponding table on the following pages for more information about specific functions of each section on the Control Form.

Getting Started with Control Form

Control Form can display up to eight FROM entries and sixteen TO entries in the Fax section. These entries are tied to your Compaq Internet Desktop Phonebook. You can add any Fax or Email Speed Send entry to your Control Form. See "Speed Send" and "Control Form Setup" in the *Common Procedures* chapter.

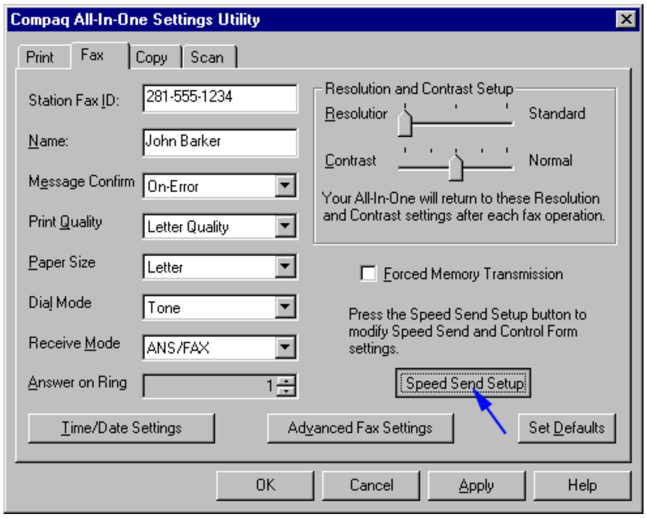
Note that the entries in the FAX FROM and FAX TO sections of Control Form are selected from your Speed Send entries. You can have 70 Speed Send entries available to you from the A1000 Control Panel. Of these, you can choose eight to be included in the FROM section and sixteen for the TO section. You can add any Speed Send item to the Control Form.

Complete the following steps to customize your Control Form Fax FROM and Fax TO sections:

1. Click **Setup-> Speed Send** from the Compaq Internet Desktop menu

   -or-

   Click the **Speed Send Setup** button from the **Fax** tab of the Settings Utility as shown.



Station Fax ID: 281-555-1234

Name: John Barker

Message Confirm: On-Error

Print Quality: Letter Quality

Paper Size: Letter

Dial Mode: Tone

Receive Mode: ANS/FAX

Answer on Ring: 1

Resolution and Contrast Setup

Resolution: Standard

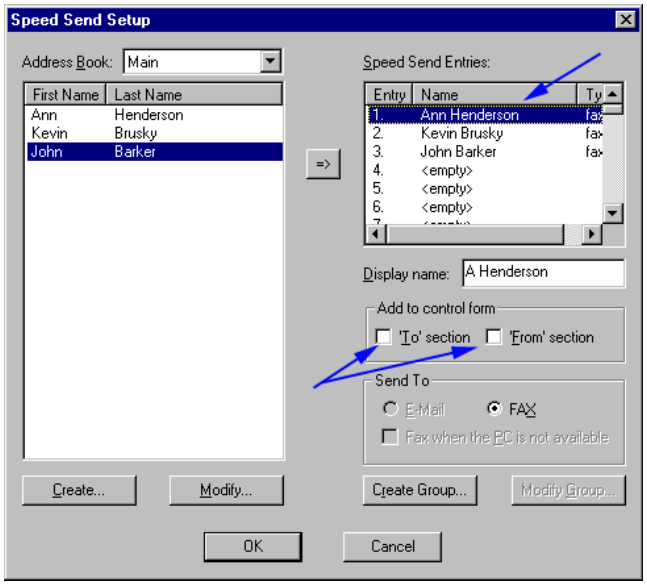
Contrast: Normal

Your All-In-One will return to these Resolution and Contrast settings after each fax operation.

☐ Forced Memory Transmission

Press the Speed Send Setup button to modify Speed Send and Control Form settings.

2. Select a name from the Speed Send Entries list to add to the Control Form. Click on the name in the Speed Send Entries list and then check ‘To’ and/or ‘From’ depending on which section(s) of the Control Form you want the name to appear.


Speed Send Setup
Speed Send Entries:
=>
Add to control form
☐ 'To' section
☐ 'From' section
Send To
○ E-Mail
● FAX
☐ Fax when the PC is not available
Create...
Modify...
Create Group...
Modify Group...
OK
Cancel

Address Book: Main

First Name	Last Name
Ann	Henderson
Kevin	Brusky
John	Barker

Entry	Name	Ty
1.	Ann Henderson	fax
2.	Kevin Brusky	fax
3.	John Barker	fax
4.	<empty>	
5.	<empty>	
6.	<empty>	

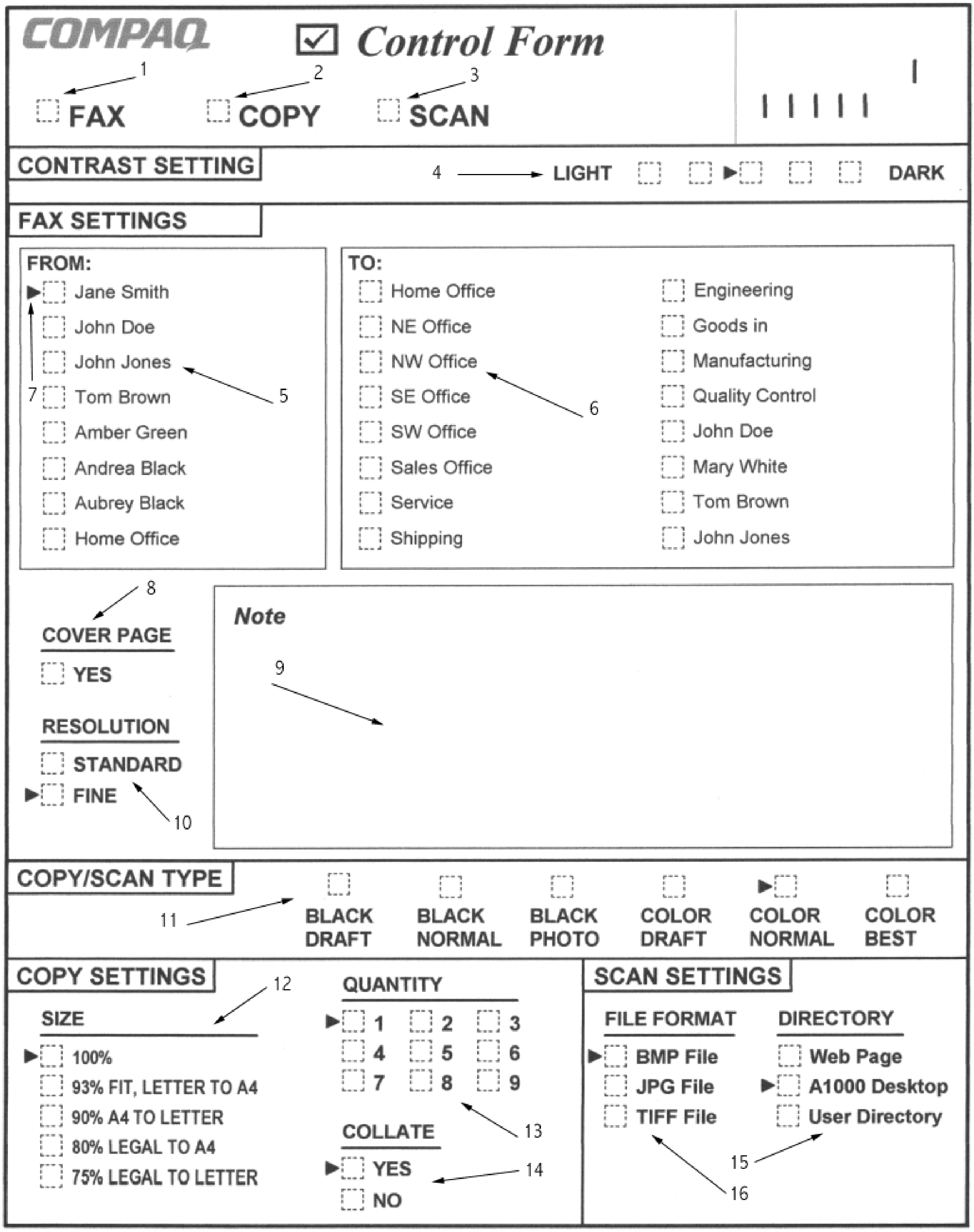
Display name: A Henderson

3. Print a Control Form after adding names to the ‘To’ and ‘From’ sections of the form. While the scanner input tray is empty, press the **Control Form** button and then the **Start** button on the control panel to print the Control Form.
4. Use a check mark to identify the operations (fax, copy, or scan) you want to perform at the top of the page.
5. Checkmark the settings for the operations.

   NOTE: A black triangle identifies the default settings. If the settings are the settings you want, you do not need to recheck these boxes.
6. When you have made your selections, put the document that you want to fax, copy, or scan behind the Control Form.
7. Place the Control Form and documents face down in the document input tray with the top of the document facing down.
8. Press the **Control Form** button on the control panel to perform the selected operations.

NOTE: When sending a fax using the Control Form, only the recipient’s name appears on their individual cover page. Information written in the *Note* section of the Control Form appears on all of the recipients’ cover pages.

NOTE: You can only use the Control Form feature when the host PC is available.


1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16

COMPAQ

☑ Control Form

☐ FAX ☐ COPY ☐ SCAN

CONTRAST SETTING

LIGHT ☐ ☐ ▶☐ ☐ ☐ DARK

FAX SETTINGS

FROM:
- ▶☐ Jane Smith
- ☐ John Doe
- ☐ John Jones
- ☐ Tom Brown
- ☐ Amber Green
- ☐ Andrea Black
- ☐ Aubrey Black
- ☐ Home Office

TO:
- ☐ Home Office
- ☐ NE Office
- ☐ NW Office
- ☐ SE Office
- ☐ SW Office
- ☐ Sales Office
- ☐ Service
- ☐ Shipping
- ☐ Engineering
- ☐ Goods in
- ☐ Manufacturing
- ☐ Quality Control
- ☐ John Doe
- ☐ Mary White
- ☐ Tom Brown
- ☐ John Jones

COVER PAGE
- ☐ YES

RESOLUTION
- ☐ STANDARD
- ▶☐ FINE

Note

COPY/SCAN TYPE

☐ BLACK DRAFT ☐ BLACK NORMAL ☐ BLACK PHOTO ☐ COLOR DRAFT ▶☐ COLOR NORMAL ☐ COLOR BEST

COPY SETTINGS

SIZE
- ▶☐ 100%
- ☐ 93% FIT, LETTER TO A4
- ☐ 90% A4 TO LETTER
- ☐ 80% LEGAL TO A4
- ☐ 75% LEGAL TO LETTER

QUANTITY

▶☐ 1 ☐ 2 ☐ 3
☐ 4 ☐ 5 ☐ 6
☐ 7 ☐ 8 ☐ 9

COLLATE
- ▶☐ YES
- ☐ NO

SCAN SETTINGS

FILE FORMAT
- ▶☐ BMP File
- ☐ JPG File
- ☐ TIFF File

DIRECTORY
- ☐ Web Page
- ▶☐ A1000 Desktop
- ☐ User Directory

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Control Form
Boxes and Functions

No.	Box	Function
1.	Fax	Check to send a Fax.
2.	Copy	Check to make a Copy.
3.	Scan	Check to Scan.
4.	Contrast	Sets contrast lighter or darker for faxes, copies, or scans.
5.	Fax From	Check to identify the Fax sender (select one only).
6.	Fax To	Check to identify the Fax recipients (select one or more).
7.	Default Mark	Identifies settings used if nothing is checked.
8.	Fax Cover Page	Automatically generates a cover sheet.
9.	Fax Note	If you choose YES for cover page, anything you've written in the note box will be copied onto the cover page.
10.	Fax Resolution	Sets the Fax Resolution.
11.	Copy/Scan Type	Sets the type of Copy or Scan to be performed.
12.	Copy Size (Scaling)	Reduces or enlarges your copies. **NOTE**: This will be ignored if scan or fax options are also checked.
13.	Copy Quantity	Sets number of copies.
14.	Copy Collate	Puts pages of multiple copies in order.
15.	Scan To Directory	Determines the directory to which your scanned image will be saved.
16.	Scan To File Format	Determines the format in which your scanned image will be saved.

Printing

Printing Overview

This chapter provides some basic steps for printing a document. The exact steps for printing may vary from one software program to another. Refer to your software application's user manual for detailed printing steps.

Printing a Document

To print a document:

1. Start a program and create a document, or open an existing document that you want to print.
2. Select **Print** or **Print Setup** from the **File** menu. Make sure the Compaq A1000 is selected as your default printer.

   NOTE: To set your printer as the default printer, click **Start→Settings→Printers**. Highlight the **Compaq A1000** icon, right mouse click and select **Set as Default.**
3. Click **Properties** or the **Setup** button if you want to change the settings that are appropriate for printing that document.
4. Select **OK** to close the **Properties** dialog box.
5. Select **OK** to print after making any necessary changes to your print settings.

Printer Settings

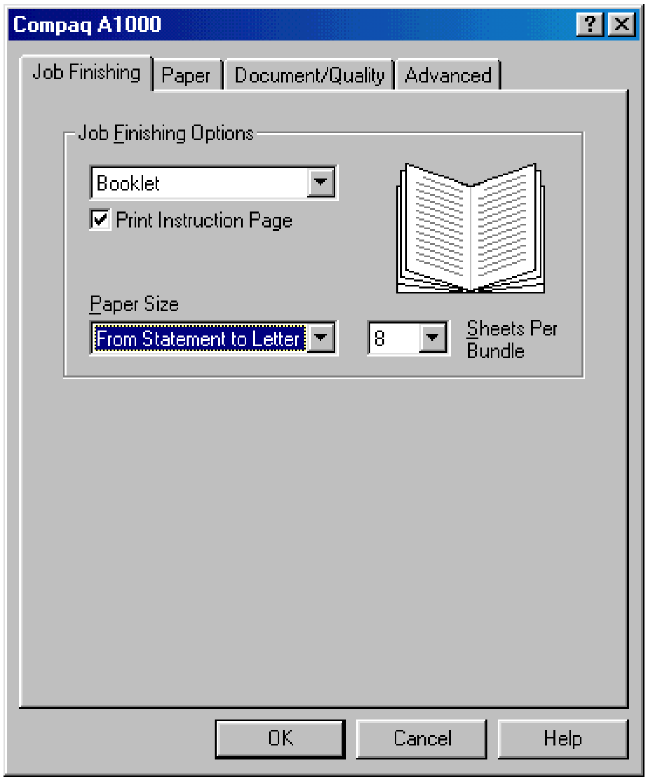
Most Windows software applications allow you to make changes to the printer settings. This includes settings that determine how a print job looks, such as, page size, paper orientation, and margins. Settings changed in the software application will override settings made in the printer driver.

The printer driver includes many of the settings mentioned above (in case your software does not include them). It also includes all settings that determine how your printer will operate.

Job Finishing

The **Job Finishing** tab in the printer properties provides options for you to adjust how the document will appear on the printed page. Finishing options include Booklet, Poster, Handout and Two-sided Printing, described as follows:

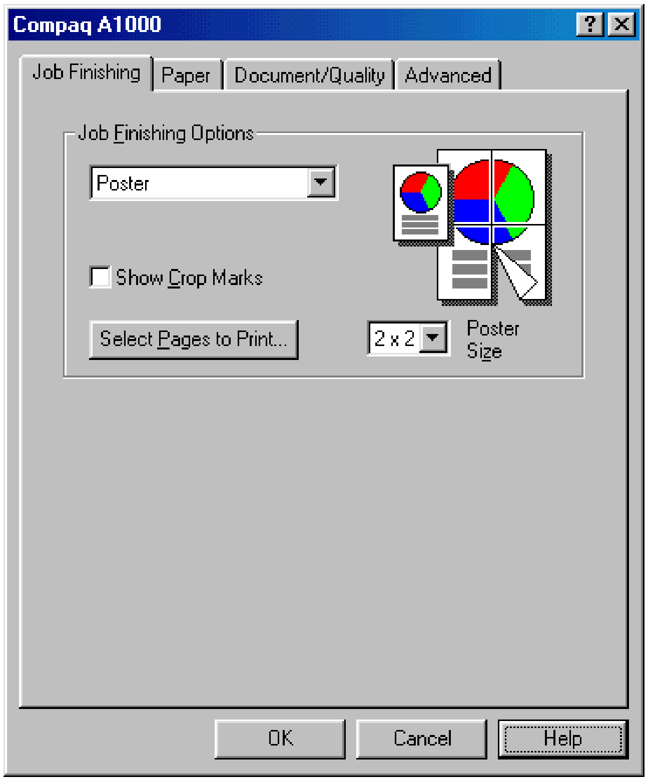
Booklet



Booklet
☑ Print Instruction Page
Paper Size: From Statement to Letter
8 Sheets Per Bundle

The Booklet option allows you to print a document out as a booklet. If the *Print Instruction Page* is checked, a page will print directing you how to insert the paper so that the booklet prints correctly.

Poster


Compaq A1000
Job Finishing
Paper
Document/Quality
Advanced
Select Pages to Print...
OK
Cancel
Help

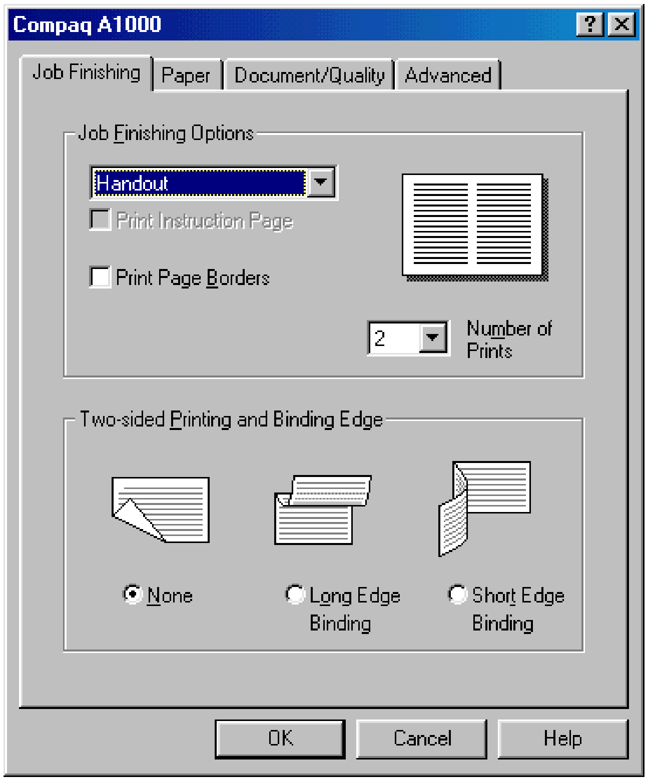
Job Finishing Options: Poster

☐ Show Crop Marks

Poster Size: 2 x 2

Choose the *Poster* option from the *Job Finishing Operations* drop down list to enlarge the printed document. If you check *Show Crop Marks*, the image will print with crop marks. The white space around the image can be easily trimmed.

Handout


Compaq A1000
Job Finishing
Paper
Document/Quality
Advanced
OK
Cancel
Help

Job Finishing Options: Handout

☐ Print Instruction Page

☐ Print Page Borders

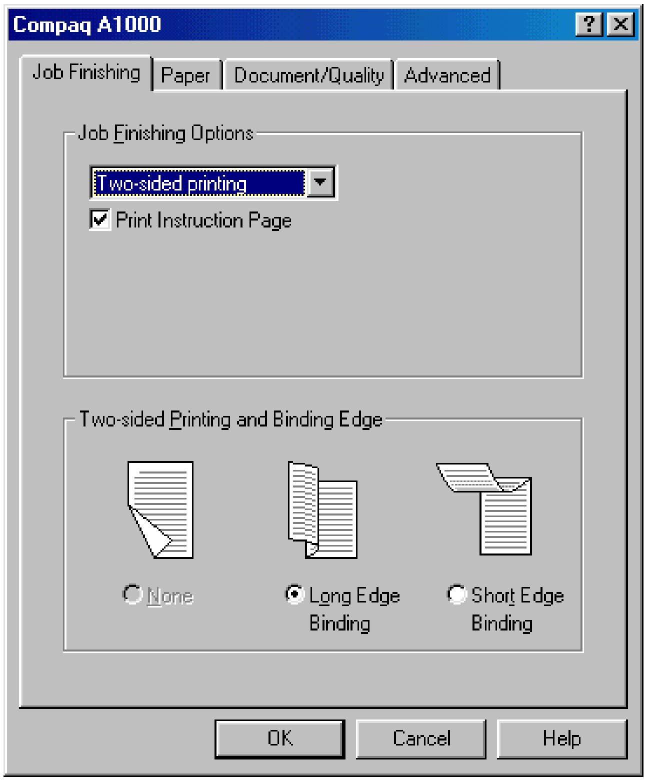
Number of Prints: 2

Two-sided Printing and Binding Edge

● None ○ Long Edge Binding ○ Short Edge Binding

Choose the *Handout* option from the *Job Finishing Operations* drop down list to print multiple pages on a single sheet of paper. If you want to print the document on both sides of the paper, you can change the binding edge to change how the image is printed.

Two-Sided Printing


Compaq A1000
Job Finishing
Paper
Document/Quality
Advanced
Job Finishing Options
Two-sided Printing and Binding Edge
○ None
○ Short Edge Binding
OK
Cancel
Help

Job Finishing Options: Two-sided printing

☑ Print Instruction Page

● Long Edge Binding

Choose the *Two-Sided Printing* option from the *Job Finishing Operations* drop down box to print the document on both sides of the paper. If you check the *Print Instruction Page* box, a sheet will print describing how to insert the paper. Selecting the *Binding Edge* will print the image in either Portrait or Landscape mode.

Accessing the Compaq A1000 Control Program Window

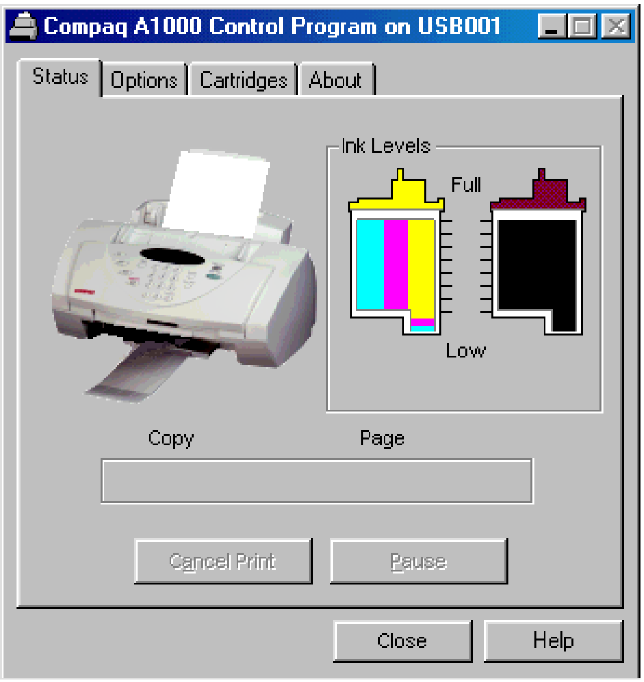
To access the Compaq A1000 control program window:

Click **Start→Programs→Compaq A1000 → Compaq A1000 Printer Control.**

-or-

Right click on the A1000 icon in the bottom right corner of the taskbar then click on the **Compaq A1000 Printer Control Program**.

When the Compaq A1000 Control Program window appears, click the appropriate tab for the options you want to display. Make the necessary changes on each tab.

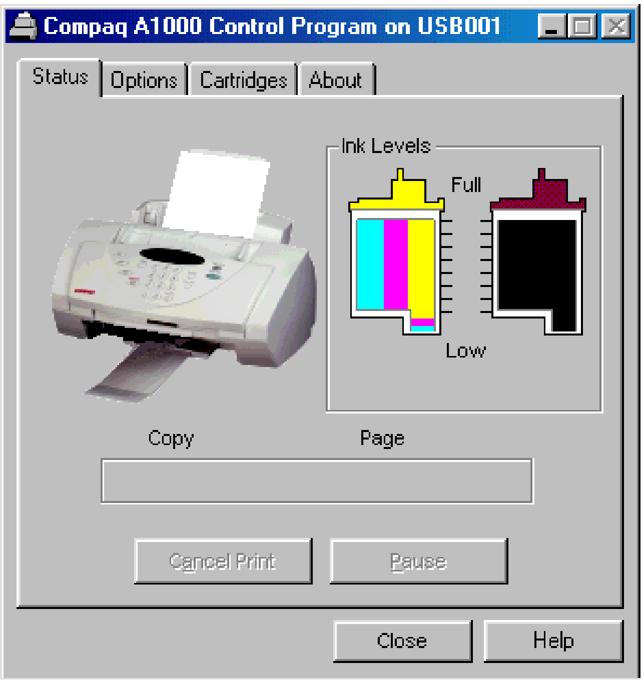

Compaq A1000 Control Program on USB001
Status
Options
Cartridges
About
Ink Levels
Full
Low
Copy
Page
Cancel Print
Pause
Close
Help

Control Program Tab Description

Option	Description
Status	Displays the printer status and the ink level.
Options	Controls program options.
Cartridges	Installs, cleans, and aligns ink cartridges.
About	Displays information on the program version.

Using the Status Tab

The **Status** tab shows the current printer status.

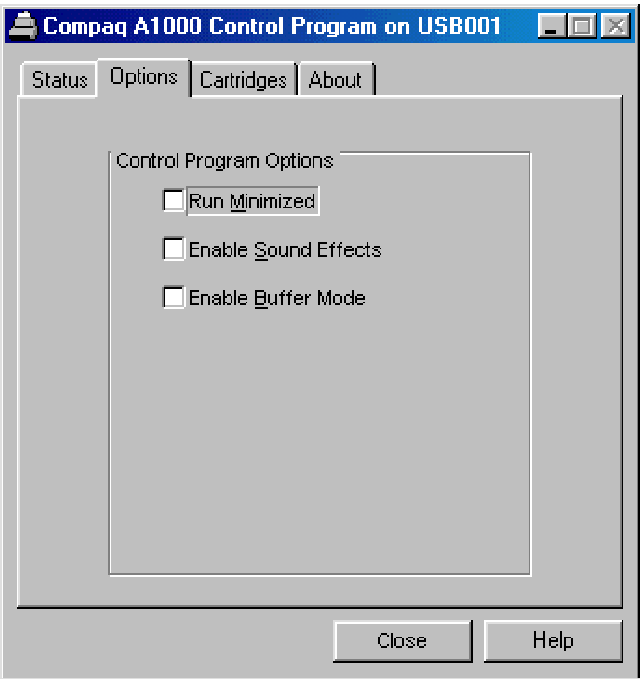

Compaq A1000 Control Program on USB001
Status
Options
Cartridges
About
Ink Levels
Full
Low
Copy
Page
Cancel Print
Pause
Close
Help

Status Tab Description

Option	Description
Ink Levels	Shows how much ink remains.
Cancel Print	Stops a print job.
Pause	Temporarily halts a print job.

Using the Options Tab

The **Options** tab allows you to specify the control program setup options.

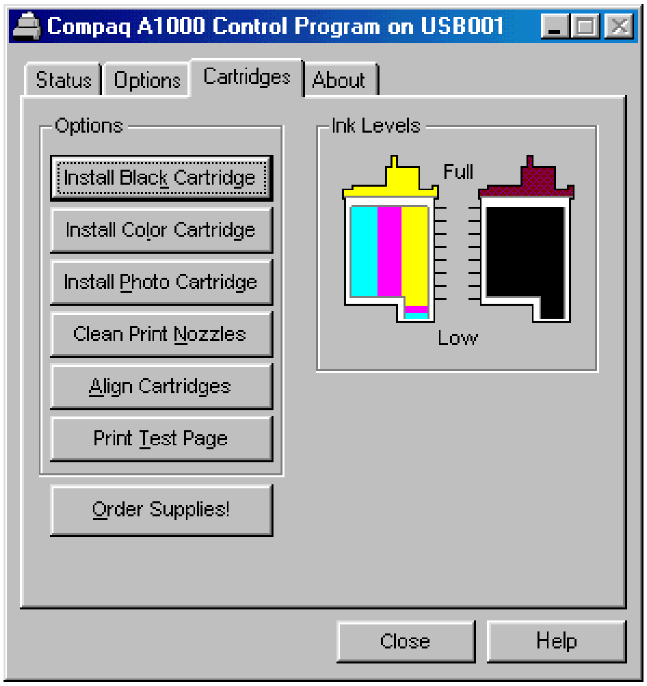

Compaq A1000 Control Program on USB001
Status
Options
Cartridges
About
Control Program Options
☐ Run Minimized
☐ Enable Sound Effects
☐ Enable Buffer Mode
Close
Help

Options Tab Description

Option	Description
Run Minimized	Displays the Control Program in the taskbar when a job is printing.
Enable Sound Effects	Activates the sound effects.
Enable Buffer Mode	Activates the buffer mode.

Using the Cartridge Tab

The **Cartridge** tab allows you to select cartridge options.


Compaq A1000 Control Program on USB001
Status
Options
Cartridges
About
Options
Install Black Cartridge
Install Color Cartridge
Install Photo Cartridge
Clean Print Nozzles
Align Cartridges
Print Test Page
Order Supplies!
Ink Levels
Full
Low
Close
Help

Cartridges Tab Description

Option	Description
Install Black Cartridge	Select to change the black ink cartridge (right).
Install Color Cartridge	Select to change the color cartridge (left).
Install Photo Cartridge	Select to install the photo cartridge (right). The photo cartridge fits into the same slot as the black cartridge.
Clean Print Nozzles	Use this when there are missing portions on the printed page.
Align Cartridges	Use this after you install a new cartridge or when the black portions of text or graphics do not line up with the color portions.
Print Test Page	
Order Supplies	Use this to view the printer supplies for your printer.

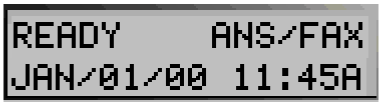
Faxing

Faxing Overview

The Compaq A1000 All-In-One offers three ways to send a fax:

- Using the control panel
- Using the Compaq Control Form
- Using the computer

Until you are ready to send or receive a fax, the LCD panel on the control panel displays READY.



READY   ANS/FAX
JAN/01/00 11:45A

Preparing Documents for Faxing

You can use the A1000 to fax documents that will print on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

For the following types of documents, use the Copy/Scan Sleeve:

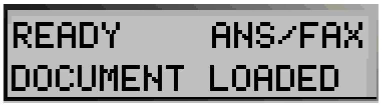
- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper
- Onion skin or thin paper

Also, prepare your documents by:

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

Loading the Documents

1. Place the document(s) to be faxed **face down** and **top down** in the document input tray.
2. Adjust the document guides to match the width of the document, if necessary.
3. Slide the document down into the tray until the machine grips the first sheet. The lower LCD panel displays the message:

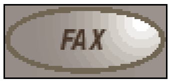


READY   ANS/FAX
DOCUMENT LOADED

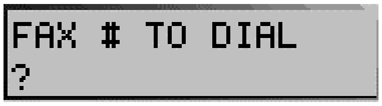
Sending a Fax Using the Control Panel

To send a fax using the control panel, complete the following steps.

1. Load the documents as described above.
2. Press the **Fax** button.

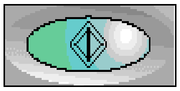


The following displays on the LCD panel:



FAX # TO DIAL
?

3. Enter the fax number using the numeric keys or press the **Pause/Redial** button to use the number you last called.
4. Pressing the **Pause/Redial** button after you have started entering a number inserts a “P” into that number. When the All-In-One dials, the “P” results in a three-second delay before sending the next digit. This is useful when you have to dial a number and wait for an outside line. (For example, 9P5551212)
5. Press **Start.**



The All-In-One dials the entered fax number and the document transmits.

Faxing in Quick Mode

To send a fax using the default settings simply Load the documents, enter the fax number, and press the **Fax** button.

Advanced Faxing Features

In addition to the telephone number, you can adjust the fax resolution and contrast. Use the **Menu** and **Options** buttons located on the left and right side of the LCD panel.

To access the advanced faxing features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Fax** button.
3. Enter the fax number using the numeric keypad.
4. Press the **Menu** button to cycle through the advanced fax features. (See the table below.)
5. Press the **Options** button to change the settings.
6. Press **Start** to fax.

Advanced Fax Features

MENU	OPTIONS	Description
Fax Resolution	• Standard	Use when the originals are black text or line art. This mode provides the fastest fax speed, but resolution is 203 x 98 dpi.
	• Fine	Use when the originals are black text or line art. Slower than Standard, but resolution is 203 x 196 dpi.
	• Fine Photo	Use when the originals are photos or have color content. Slower than Fine, but resolution is 203 x 196 dpi and gray level imaging is used.
	• Super Fine*	Use when the originals are small black text or line art. Slower than Fine Photo, but resolution is 300 x 300 dpi.
	• Super Fine Photo*	Use when the originals are photos or have color content. Slower than Super Fine, but resolution is 300 x 300 dpi and gray level imaging is used.
Email Type**	• Black	Use for text documents and quickest transmission.
	• Black Photo	Use for documents that include photos or graphics that require shading.
	• Color Normal	Use for documents where color is important. Note that large files will be generated resulting in the longest transmission times.
Fax Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.

*When FAX MEMORY XMIT is ON, these settings will not store the document to memory before sending the fax due to the excessive memory requirement of these modes.

This option is available when you use the **Speed Send (#) button on the control panel.

Speed Sending

Up to 70 Speed Send numbers are set up on the host computer using the Compaq A1000 Settings Utility as described in the “Speed Send Setup” section of the *Common Procedures* chapter. Once the Speed Send numbers are set up and downloaded to the Compaq A1000, you are ready to begin faxing with the Speed Send.

1. Load the documents printed side facing down in the document input tray.
2. Press **#/Speed Send.**
3. Press the **Options** button to select the Speed Send destination or enter the Speed Send number associated with the name desired. If the destination is a fax number, the Fax Resolution selected will be used. If the destination is an email it will be sent in the selected Email Type.

   NOTE: When you select the Speed Send number, the name associated with the Speed Send number displays in the lower LCD panel.
4. Press **Start** to fax.

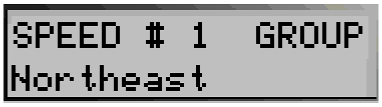
NOTE: Quick mode also supports Speed Send. From the READY state, load the document, type in a one or two digit Speed Send number then press **Start.**

To obtain a printed list of all the Speed Sends available on your system, see “Printing Reports” in the *Common Procedures* section.

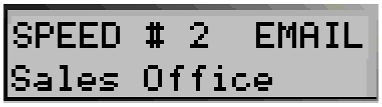
Speed Send allows you to send both faxes and emails. In addition, Speed Send supports groups of recipients.

See “Speed Send” and “Control Form Setup” in the *Common Procedures* section for instructions on setting up Speed Send destinations.

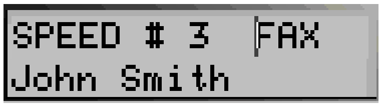
Each Speed Send entry can be a fax number, email address or a group made up of any of the Speed Send entries. The display on the control panel indicates the type of Speed Send entry selected.



```
SPEED # 1  GROUP
Northeast
```



```
SPEED # 2  EMAIL
Sales Office
```



```
SPEED # 3  FAX
John Smith
```

The PC processes the Speed Send request if the selected Speed Send entry, group, or any of the members of the group, contains an email address as the preferred method of transmission.

The PC is not required to support the operation if the Speed Send entry, group, or any of the members of the group contain fax numbers.

If the PC is not available but the entry has both fax and email addresses, the fax number will be used. If an email only destination exists, you will be asked if you want to send faxes only. Pressing **Start** will result in transmission of the faxes and the generation of a report that identifies what did not fax.

Redial

Pressing the **Redial** button dials the number that was last entered. You can also modify the number using the **Clear** button and the numeric keypad.

On Hook Dialing (OHD)

This feature provides the ability to dial a number, respond to an automated answering system and then receive or send a fax.

Because the All-In-One does not have a microphone, you can only listen.

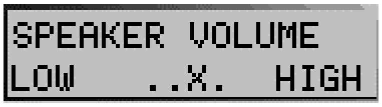
For OHD, complete the following procedure:

1. When the LCD panel displays **Ready**, place documents face down on the document input tray.
2. Press **Start/Dial** button to simulate lifting the handset.
3. Dial the number just as you would on a standard telephone.

Make sure to dial the number carefully. If you make a mistake, press the **STOP** button and start over.

1. When the called station answers, you can listen to the answering message.

   A volume control feature is available when you press the **Menu** button. To change the volume, press the **Menu** button until this display appears:

   SPEAKER VOLUME
   LOW ..X. HIGH

   Then use the **Options** button to select the desired volume.
2. Press **Start** when you hear the fax tones. The fax begins.

NOTE: On Hook Dialing is not available when faxes are pending an automatic redial.

Confirming Transmission

When the last page of your document has been sent successfully, the machine beeps and returns to the **Ready** state. If something goes wrong during the fax transmission, an error message appears on the LCD panel.

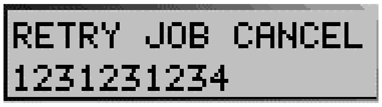
Use the Compaq A1000 Settings Utility to print a confirmation report each time faxing is complete or when there is an error. See the "Compaq A1000 Settings Utility" section.

Automatic Redial

When you send a fax, if the number you have dialed is busy or there is no answer, the A1000 hangs up, waits for a specified interval, and redials the number. When this occurs, the LCD panel shows the retry count and the number of minutes left before the next retry. If after a specified number of retry attempts (retry count) the All-In-One fails to connect, the machine returns to the **Ready** state.

Set the retry interval and count from the Compaq A1000 Settings Utility.

Press the **Stop** button to stop sending a fax that is retrying to transmit. Pressing the **Stop** button during the retry period will bring up the following message:



RETRY JOB CANCEL
1231231234

If more than one job is retrying to transmit, use the **Options** button to select the job you want to stop then press the **Stop** button to stop your selection.

Pressing the **Start** button, while a retry is waiting for the retry interval to complete, will cause the retry to start immediately.

Receiving a Fax

The All-In-One has four receiving modes.

- In FAX mode, the All-In-One answers an incoming call and immediately goes into receive mode.
- In ANS/FAX mode, the answering machine answers the incoming call and the caller can leave a message on the answering machine. If the All-In-One senses a fax tone on the line, the call automatically switches over to the All-In-One. To use the ANS/FAX, you have to attach an answering machine to the EXT socket on the All-In-One. You also need to set the machine to answer after one ring.
- In TEL mode, automatic fax reception is turned OFF. You can receive a fax by picking up the handset and pressing *9* (star-nine-star) or press the **Start** button twice on the control panel.
- In DRPD (Distinctive Ring Pattern Detection) mode, the All-In-One will answer a call on the line that has a specific ring pattern. It then immediately goes into receive mode, waiting for the fax to be sent. Use the DRPD setup to teach the All-In-One the ring pattern it should respond to. DRPD service must be obtained from your local telephone company.

The current receive mode is displayed in the top right corner of the LCD panel when the A1000 is in **Ready** mode.

You can change the RECEIVE MODE either on the computer using the A1000 Settings Utility or from the SETUP, FAX RECEIVE MODE menu on the A1000 control panel. See the "Compaq A1000 Settings" section.

While you are printing from the computer to the All-In-One, an incoming fax will be received into memory. The memory can store up to 42 pages. However, other tasks, such as copying or sending a fax, may temporarily reduce the amount of memory available.

Receiving Automatically in FAX Mode

1. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE. Press the **Options** button until the FAX setting displays.
2. When you receive a call, the All-In-One answers the call on the second ring and receives a fax automatically. You can change the number of rings from the Compaq A1000 Settings Utility.

The fax mode is recommended when you have a dedicated telephone line for your Compaq A1000.

Receiving Manually in TEL Mode Using an Extension Telephone

This feature works best when you are using an extension telephone connected to the EXT jack on the A1000. You can receive a fax from someone you are talking to on the extension telephone without having to go to the control panel.

1. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE feature. Press the **Options** button until the TEL setting displays.
2. If you receive a call on the extension telephone and hear fax tones, press the **Start** button twice on the control panel or press the buttons *9* (star-nine-star) on the extension telephone. When using the extension telephone, press these buttons slowly in sequence. If you still hear the fax tone and do not hear the sound indicating data transfer from the remote machine, try pressing *9* once.
3. The machine receives the document. Replace the handset on the extension telephone.

   NOTE: You cannot send a fax in this mode.

Receiving Automatically in ANS/FAX Mode

To use this mode, you ***must*** attach an answering machine to the EXT socket on the All-In-One.

1. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE feature. Press the **Options** button until the ANS/FAX setting displays.
2. When you get a call, the answering machine answers it. If the caller leaves a message, the answering machine stores the message normally. If the All-In-One hears a fax tone on the line, the receive fax mode is activated.

If you have set the All-In-One to ANS/FAX mode and your answering machine is turned off, ***or no answering machine is connected to the All-In-One,*** the All-In-One will automatically attempt to receive a fax after 6 rings.

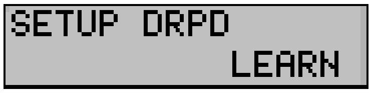
If your answering machine has a 'user-selectable ring counter,' set it to answer incoming calls within 1 ring.

Receiving Automatically in DRPD Mode

Distinctive ring is a telephone company service that enables a user to use a single telephone line to answer several different telephone numbers. The particular numbers that someone calls is identified by a distinctive ringing pattern consisting of various combinations of long and short ringing sounds.

Use the following steps on the Compaq A1000 control panel to teach the All-In-One the ring pattern that it should answer:

1. Press **Setup.**
2. Press the **Menu** button until you see this display:



```
SETUP DRPD
     LEARN
```

3. Press **Start.**
4. Call the telephone number that you want the distinctive ring pattern to recognize.

   NOTE: You have three minutes to call the A1000 to learn the distinctive ring. If three minutes have passed, follow these steps again.
5. The All-In-One will learn the distinctive ring pattern.
6. Press **Setup** then the **Menu** button to access the FAX RECEIVE MODE feature. Press the **Options** button to select DRPD mode.
7. Press **Start.**

   NOTE: DRPD mode is not available in the FAX RECEIVE MODE menu until a ring pattern has been successfully learned.
8. When the distinctive ring pattern is detected, the All-In-One answers the call on the second ring and receives a fax automatically. All other ring patterns will be ignored.

Faxing to and from the Computer

Using your computer's modem, you can send or receive faxes from the Compaq A1000 Internet Desktop. See the Online Help for details.

Click **Start→Programs →Compaq A1000 All-In-One→ A1000 Internet Desktop.**

Using the Compaq Control Form to Fax

You can use the Compaq Control Form to fax documents. The Compaq Control Form must be set up in the computer before printing a copy of Compaq Control Form. See the *Compaq A1000 Settings Utility* section for instructions.

Faxing with the Compaq Control Form

1. Press the **Control Form** button and then press the **Start** button. A copy of the Control Form prints. Default settings are identified with a triangle next to the setting box.
2. After printing the Compaq Control Form, check the **Fax** box at the top of the page and the desired settings in the **Contrast** and **Fax Settings** areas.
3. Check the name of the person who is sending the **Fax From** section.
4. Check the names of the people who are receiving the fax in the **Fax To** section.
5. Write your message, within the box, in the **Note** section.
6. When you are finished, put the documents that you want to fax behind the Compaq Control Form. Place the documents printed side **face down** and **top down** in the document input tray.
7. Press the **Control Form** button on the control panel. The fax begins.

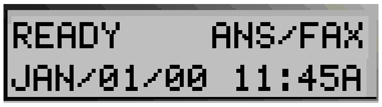
Copying

Copying Overview

The Compaq A1000 All-In-One offers three ways to make copies. You can make copies:

- Using the control panel
- Using the Compaq Control Form
- Using the computer

Until a task is selected, the LCD panel displays READY.



```
READY    ANS/FAX
JAN/01/00 11:45A
```

Loading the Documents

You can use the A1000 to copy documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

For the following types of documents, use the Copy/Scan Sleeve:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper
- Onion skin or thin paper

Also, prepare your documents by:

- Removing all staples, paper clips, and similar items before feeding the document.
- Making sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

1. Place the document(s) to be copied **face down** and **top down** in the document input tray.
2. Adjust document guides to match the width of the document, if necessary.

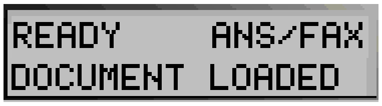
Loading the Document Using the Copy/Scan Sleeve

To protect irregular-sized or delicate documents or photos that were mentioned above, use the copy/scan sleeve when making copies.

1. Position the document or photograph in the upper left corner of the sleeve.
2. Place the copy/scan sleeve **face down** and **top down** in the document input tray.

Copying

1. Slide document down into the tray until the machine grips the first sheet. The lower LCD panel displays the message:



```
READY    ANS/FAX
DOCUMENT LOADED
```

2. Press the **Copy** button.

3. Use the numeric keypad to enter the number of copies to be made.
4. Press **Start.**

The All-In-One will then make the requested copies of all the documents in the document input tray. Note that for some types of copies the computer may be required.

Advanced Copy Features

In addition to the copy quantity, you can adjust the copy type, contrast, size, collate, and order. This is done using the **Menu** and **Options** keys located on the left and right side of the LCD panel. To adjust the copy type, contrast, size, and collation, complete the following procedure.

To access advanced copy features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Copy** button.
3. Enter the number of copies you want using the numeric keypad.
4. Press the **Menu** button to cycle through advanced copy features. (See the table below.)
5. Press the **Options** button to change the copy feature settings.
6. Press the **Start** button to copy.

Advanced Copy Features

Menu	Options	Description
Copy Quantity	1-99	Use the numeric keypad to enter the quantity of copies you want.
Copy Type	• Black Draft	Use Black Draft when the originals are black text or line art. Black Draft is the fastest copy setting, but the resolution is reduced.
	• Black Normal	Use Black Normal when the originals are black text or line art. Black Text is slower than Black Draft, but the resolution is better.
	• Black Photo[1]	Use Black Photo when the originals are photos or have color content. Black Photo is faster than the color settings, but it prints in grayscale.
	• Color Draft[2]	Use Color Draft to make quick color copies.
	• Color Normal[2]	Use Color Normal to make color copies with a better resolution than Color Draft.
	• Color Best[2]	Use Color Best to make color copies with the best quality.
Copy Contrast	• Dark to Light	Adjust this when your originals are too light or too dark.
Copy Size	• 100%	Use this when you want the copied image the same size as the original.
	• 93% Fit, Letter to A4	Use this to copy the full page, including areas outside of printable margins. This will also reduce from Letter to A4.
	• 90% A4 to Letter	Use this to reduce from A4 to letter.
	• 80% Legal to A4	Use this to reduce from Legal to A4.
	• 75% Legal to Letter	Use this to reduce from Legal to Letter.
	• Custom (25 to 200%)	Use this for a custom reduction. Use the numeric keypad to enter the size you want.
Copy Collate	• On	Use this to collate copies when the copy quantity selected is greater than one. When selected, all pages will be scanned into memory then printed.
	• Off	Use this to print the selected copy quantity of each page before printing the next page or document.
Copy Print Order	• As Scanned	Use this to print the pages in the order scanned. The result of doing this is that the first page scanned will end face up at the bottom of the printed output pile. For single copies, printing and scanning will occur at the same time.
	• Reverse	Use this if the final printed output stack is to be in the same order as the original stack fed into the scanner. When selected all pages will be scanned into memory then printed. **NOTE:** This option is available for single and multiple copies when selecting copy collate.

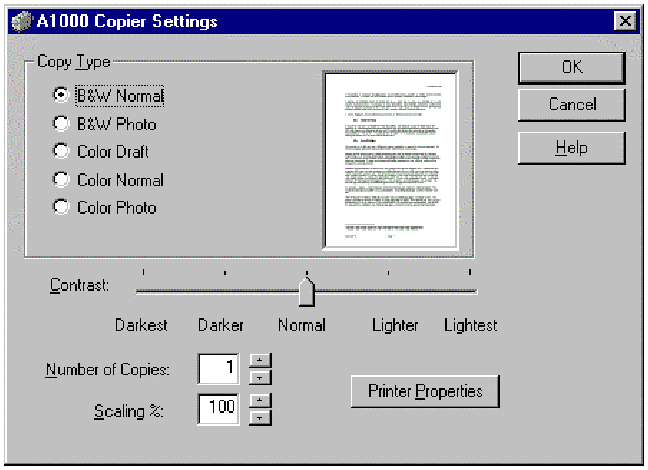
[1] For multiple copies, the computer must be operational.

[2] The computer must be operational for color copies.

Copying with the Computer

Using the Compaq A1000 Internet Desktop, you can make copies of scanned images. These are basic steps to help you through a copy process. For more information on copying with the Compaq Desktop, refer to the online documentation for the Compaq Desktop.

1. Click **Start→Programs→Compaq A1000 All-In-One→Compaq A1000 Internet Desktop.**
2. Place the document(s) to be copied **face down** and **top down** into the document input tray.
3. Click **Copy** icon on the toolbar.
4. Select the desired options on the screen.
   - Click on desired Copy Type.
   - Select required Contrast setting.
   - Select Number of Copies.
   - Select Scale %.
   - Select Collate if required.
   - Select Reverse Print if the final printed output stack is to be in the same order as the original stack fed into the scanner.



A1000 Copier Settings

Copy Type

● B&W Normal
○ B&W Photo
○ Color Draft
○ Color Normal
○ Color Photo

Contrast: Normal

Number of Copies: 1

Scaling %: 100

5. Click the Printer Properties box to change any of the A1000 printing options.
6. Click **OK**. The All-In-One then scans the document and sends the image to the selected printer.

Copying with the Compaq Control Form

1. Press the **Control Form** button and press **Start**. A copy of Control Form prints.
2. Check the **Copy** box at the top of the page.
3. The default settings on Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Copy Setting section. For example, if you want 9 copies, check the 9 box.
4. When you are finished, put the documents that you want to copy behind the Control Form. Place the document(s) to be copied **face down** and **top down** into the document input tray.
5. Press the **Control Form** button on the control panel. The copy process begins.

Scanning

Scanning Overview

All scanning activities require the host computer to be connected and powered up.

The Compaq A1000 All-In-One offers three ways to scan a document. You can scan:

- Using the control panel of the A1000
- Using the Compaq Control Form
- Using the computer

The driver supports scanning from the bundled applications as well as all your favorite computer applications.

Loading Documents for Scanning

You can use the A1000 to scan documents that are printed on standard letter, legal, or A4-sized paper. Follow these guidelines to prepare your documents.

1. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
2. Adjust the document guides to match the width of the document, if necessary.

For the following types of documents use the Copy/Scan sleeve:

- Envelopes
- Checks
- Receipts
- Fragile or thin documents
- Photographs
- Wrinkled or creased paper
- Curled or rolled paper
- Torn paper
- Carbon or carbon-backed paper
- Coated or glossy paper
- Onion skin or thin paper

Also, prepare your documents by:

- Remove all staples, paper clips, and similar items before feeding the document.
- Make sure any glue, ink, or correction fluid on the paper is completely dry before feeding the document.

Loading the Document Using the Copy/Scan Sleeve

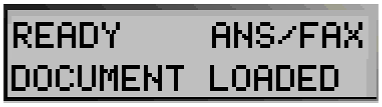
To protect irregular-sized or delicate documents or photos that were mentioned above, use the Copy/Scan sleeve when scanning.

1. Slide the document or photograph in the upper left corner of the sleeve.
2. With the original document/photo facing away from you, place the sleeve in the document input tray.

Scanning

To send a scan, complete the following steps.

1. Slide document into the tray until the machine grips the first sheet. The lower LCD panel displays the message:

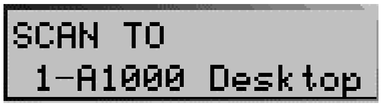


READY ANS/FAX
DOCUMENT LOADED

2. Press the **Scan** button.

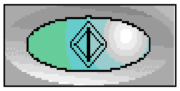
IMPORTANT: Scan destinations must have been previously set up from the computer. See the section "Scan Settings" in the *Common Procedures* chapter for information on setting up a scan destination.

3. Select the SCAN TO destination. Use the **Options** button to cycle through the available choices.



SCAN TO
1-A1000 Desktop

4. Press **Start**.



The All-In-One will then contact the host computer and scan all the documents in the document input tray to the chosen destination.

Advanced Scanning

You can adjust the scan type and contrast. Use the **Menu** and **Options** buttons located on the left and right side of the LCD panel to make adjustments.

To access advanced scanning features:

1. Load the documents printed side facing down in the document input tray.
2. Press the **Scan** button.
3. Select the Scan To destination using the **Options** button.
4. Press the **Menu** button to cycle through advanced scan features.
5. Press the **Options** button to change the scan feature settings.
6. Press the **Start** button to scan.

Advanced Scan Features

Menu	Options	Description
Scan Type*	• Black Draft	Use when the originals are black text or line art. This is the fastest scan, but the resolution is reduced.
	• Black Normal	Use when the originals are black text or line art. This is slower than Black Draft, but the resolution is better.
	• Black Photo	Use when the originals are photos or have color content. Black Photo is slower than Black Normal but it captures grayscale information.
	• Color Draft	Use when the originals are color photos. This is the fastest color scan, but the resolution is reduced.
	• Color Normal	Use when you want a better quality color scan. This is slower than Color Draft.
	• Color Best	Use when you want the best quality color scan. This is slower than Color Normal and the slowest scan possible. The resolution is the best.
Scan Contrast*	• Dark to Light	Adjust this when your originals are too light or too dark.

*When scanning to an application that uses the ReadIRIS OCR, the document will be optimally scanned in black and white.

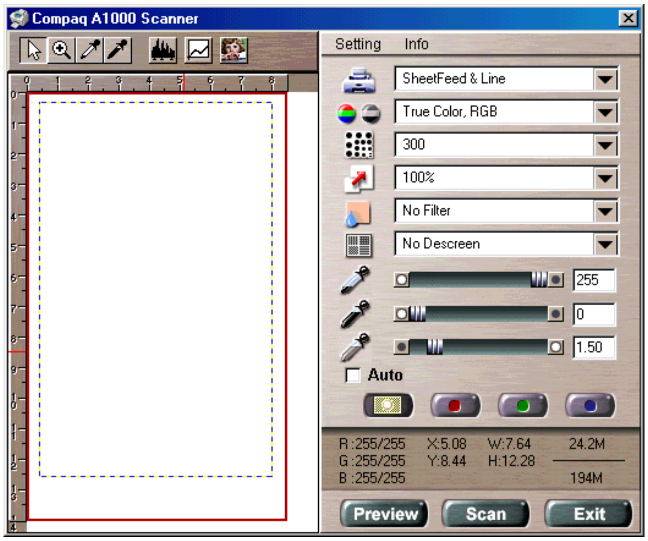
Scanning with the Computer

The Compaq A1000 provides a standard twain interface for scanning documents into the PC.

To scan to an application, make sure that the selected scanner source, typically found in the File menu, is set to Compaq A1000 USB.

To scan documents into the Compaq Internet Desktop, press the Scan button.

There is extensive Online Help available from the Info menu on the Compaq A1000 Scanner control shown below.



SheetFeed & Line
True Color, RGB
300
100%
No Filter
No Descreen
255
0
1.50
☐ Auto

R:255/255 X:5.08 W:7.64 24.2M
G:255/255 Y:8.44 H:12.28
B:255/255 194M

Scanning with the Compaq Control Form

1. Press the **Control Form** button and then press the **Start** button. A copy of Compaq Control Form prints.
2. Check the **Scan** box at the top of the page.
3. The default settings on the Control Form are indicated with a triangle. You can change these settings by checking the desired settings in the Scan Settings section.
4. When you are finished, put the documents that you want to scan behind the Compaq Control Form. Place the document(s) to be scanned **face down** and **top down** in the document input tray.
5. Press the **Control Form** button on the control panel. The scan process begins.
6. The Control Form and document are scanned and the image is sent to the selected destination.

See the *Compaq A1000 Control Form* chapter for more details.

Maintaining Your A1000

Cleaning the Document Scanner

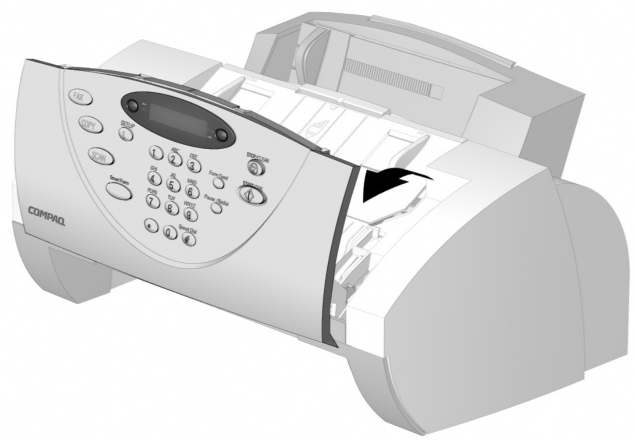
For best quality faxes and scans, you may occasionally need to clean some internal parts of the machine, such as the:

- white roller
- scanning glass

If these parts are dirty, documents scanned or sent to another fax machine will not be clear.

To clean the internal parts of the A1000:

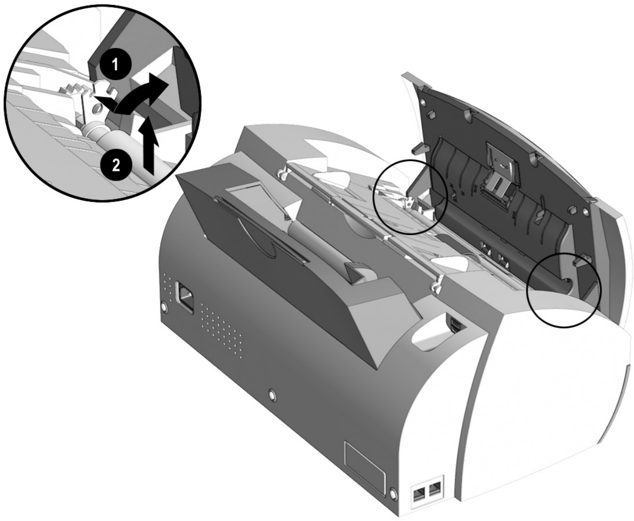
1. Unplug the power cord from the electrical outlet or the rear of the machine.
2. Open the control panel.



Opening the control panel

3. Disassemble the white roller as follows:

   Both ends of the white roller have plastic bushings that are snapped shut with small tabs on them. Pull the bushing slightly out ❶, then rotate the bushing until it reaches the slot ❷. Then pull the roller up.



Removing the white roller

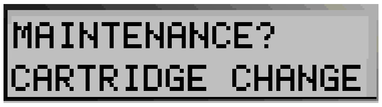
4. Wipe the roller surface with a soft cloth dampened with water.
5. Wipe the scanner glass surface with a soft cloth dampened with water. Dry with a soft tissue.
6. Re-calibrate the scanner. After re-assembly, it is recommended that you re-calibrate the scanner. See “Calibrating the Scanner” in the *Common Procedures* chapter for more information.

Cleaning the Cartridge Carrier

If the ink cartridge is not printing from some nozzles as indicated on the test page, the cartridge carrier contacts may need cleaning. See “Cleaning Print Cartridges” in the *Common Procedures* chapter for more information.

To clean the cartridge carrier contacts:

1. Press the **Setup** button.
2. Press the **Menu** button once or until the following message is displayed:



```
MAINTENANCE?
CARTRIDGE CHANGE
```

3. Press the **Start** button and the carriage will center itself.

4. Unplug the power cord from the electrical outlet or from the rear of the machine.
5. Lift the control panel by pulling toward you on the edge nearest the LCD panel.
6. Lift the cartridge access door.
7. Remove the ink cartridges.
8. Use a clean dry cloth or tissue to clean the print cartridge contacts inside of the machine.
9. Replace the ink cartridges.
10. Plug in the power cord.

Replacing the Document Separator Pad

If documents continually feed more than one page at a time through the scanner assembly, you may need to replace the document separator pad. Contact Customer Service via the Compaq web site at www.compaq.com for more information.

The life of the automatic document feed rubber varies with use. You may not have to replace this pad during the life of the A1000.

Basic Troubleshooting

Preparation

Many times a problem can be easily solved by verifying that simple things are installed and/or connected properly. Before continuing in this section, be sure to check:

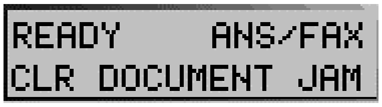
- The power is on at the unit.
- The ink cartridges are present.
- The paper is installed.
- The cables and cable connections are secure.

Clearing Document and Paper Jams

Document Jams during Copying, Scanning or Sending Faxes

While scanning documents with your Compaq A1000, you could experience a document jam.

If a document jam occurs, the following message displays on the LCD panel:



READY ANS/FAX
CLR DOCUMENT JAM

Caution: If a document jams while you are sending a fax, do not pull the document out of the slot. Doing so could harm your machine.

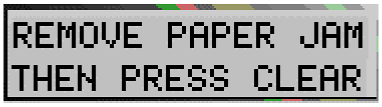
If an original document jams:

1. Open the control panel.
2. Carefully remove the jammed document. Be sure to remove the entire document to prevent the jam from reoccurring.
3. Ensure that the document input tray is clear.
4. Close the control panel firmly until it clicks into place.
5. Retry.

Paper Jams during Printing, Copying, or Printing Faxes

Paper may get jammed in the printer exit.

If a paper jam occurs, the following message displays on the LCD panel:



REMOVE PAPER JAM
THEN PRESS CLEAR

If you experience a jam in the printer exit tray:

1. Carefully pull the jammed paper out the paper exit of the A1000.
2. Clear the printer exit tray's path and ensure that the paper in the paper feed is aligned properly.
3. Press the **Stop/Clear** button.

The plain paper feed area can become obstructed.

If you experience a jam in the plain paper feed area:

1. Gently pull the jammed paper out.
2. Clear the paper tray.
3. Reload the paper.
4. Press the **Stop/Clear** button.

If the jam occurs inside the A1000:

1. Unplug the A1000 power cord.
2. Open the control panel and the cartridge compartment cover.
3. Carefully remove the jammed paper.
4. Close the cartridge compartment cover.
5. Close the control panel firmly until it clicks into place.
6. Plug in the power cord

Error Messages

Occasionally the A1000 may display an error message on the Control Panel's Liquid Crystal Display (LCD) screen. Often, the error can be easily resolved and the current task can be completed. The following table lists the error messages you may encounter, the most probable cause, and a simple solution.

Troubleshooting Error Messages

Ready State Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
“ADD PAPER THEN PRESS FORM FEED”	- No paper detected in the paper input tray. - Paper in paper input tray but not feeding into printer.	- Load paper in the paper input tray then press **Form Feed**. - Remove paper, check that sheets are in good condition and not stuck together. Replace paper and retry, then press **Form Feed**.
“CHANGE BLACK INK” Received faxes are stored to memory, not printed.	All-In-One detects that the ink cartridge is empty.	Replace the Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink monitoring system and print any faxes in memory. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges, you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
“CLR DOCUMENT JAM”	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
“REMOVE PAPER JAM THEN PRESS CLEAR”	Paper jam occurred in printer paper path.	Clear paper jam then press **CLEAR/STOP.** *See “*Clear Paper Jam” instructions.
“MEMORY TO PRINT”	A copy collate or incoming fax is in memory while the printer is busy.	A copy job will complete when printer becomes available.
“CARTRIDGES?”	No cartridges detected in the A1000.	Open covers and install cartridges then close covers. Press OPTIONS button until the appropriate message displays. If you are replacing cartridges that were previously in use, then select NONE CHANGED, NEW LEFT, NEW RIGHT or NEW BOTH. Next press the START button. Answer any additional questions by pressing OPTIONS until correct answer appears, then press START.
“ADD RIGHT CART.” “ADD LEFT CART.”	Cartridge did not detect one of the cartridge locations.	Move cartridge carriage to load position by pressing SETUP->MENU->START. Open covers and install or reinstall the indicated cartridge. Close covers. Press OPTIONS button until the appropriate message displays. If you are replacing cartridges that were previously in use, then select NONE CHANGED, NEW LEFT, NEW RIGHT or NEW BOTH. Next, press the START button. Answer any additional questions by pressing OPTIONS until the correct answer appears, then press START.

Troubleshooting Error Messages

Fax Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
“ENTER FAX NUMBER TO DIAL" with beep warning tone and return to READY state.	An attempt to send a fax without entering a fax number.	Enter a fax number before sending a fax.
“LOAD DOCUMENT" with beep warning tone and return to READY state.	An attempt to start a fax operation before loading the document.	Load the document to be copied before pressing **START**.
“RESOURCE BUSY, TRY LATER” with beep warning tone and return to prior state.	Tried to fax a document with MEMORY XMIT OFF while another fax operation is happening.	Wait for the current fax operation to complete.
“CLR DOCUMENT JAM”	A document jam or very long document was scanned.	Open the cover and remove document or jam.
“DOCUMENT OUT, PLEASE WAIT”	Pressing **STOP** after document is loaded.	Wait for all document(s) in the document input tray to be fed to the document exit tray.
“FAX SPEED # ? UNDEFINED” beep warning tone and return to READY state.	Entered a number of an unassigned Speed Send.	Enter an assigned Speed Send number. Use the A1000 Settings Utility to set up Speed Send numbers.
Display “MEMORY FULL!” and returns to READY state	Memory Full occurred while scanning the first page of a document.	Wait for memory to become available, then try again or Turn Memory XMIT off from SETUP or A1000 Settings Utility.
“MEMORY FULL, TO CONTINUE, START “	Memory Full occurred after the first page of a document has been scanned into memory.	Press **START** and the A1000 will send completely stored pages. Current and remaining pages will not be sent. Pressing **STOP/CLEAR** will cancel the job.
“NO LINE CONNECTION”, beep warning tone and return to READY state.	Phone line disconnected while trying to send a fax.	Check the phone line connection.
“STOP PRESSED, PLEASE WAIT”	STOP key pressed during fax transmission.	Wait for the fax job to be terminated.
“CHANGE BLACK INK MEMORY TO PRINT”	Smart Ink has determined that the ink cartridge is empty. An incoming FAX has been saved to memory.	Faxes will continue to be received to memory (until full). Replace Black ink cartridge to print out received faxes. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
“MEMORY FULL!”	The memory becomes full while receiving a fax. A1000 will print out (or save to memory) the received pages.	Sending station should see a transmission error and re-send the fax.

Continued

Fax Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"PC DRPD SETUP FAILED!"	A1000 failed to learn the DRPD tones. Ring pattern not detected. System timed out waiting for ring. Note that DRPD mode can not be selected until a ring pattern has been successfully learned.	Check phone line connection.

Troubleshooting Error Messages

Copy Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
“LOAD DOCUMENT" with beep warning tone and return to READY state.	Tried to start a copy operation before loading the document.	Load document to be copied before pressing **START**.
“ADD PAPER” with beep warning tone and return to READY state.	Tried to start a copy operation with no paper in the paper input tray.	Load paper in the input tray.
“RESOURCE BUSY, TRY LATER” with beep warning tone and return to prior state.	Tried to copy when the scanner is in use. Tried to copy when printer is in use. Tried to start a computer-assisted copy while parallel port is in use by another task.	Verify that the computer is connected and available. Wait for resource to become free then try again.
“REMOVE PAPER JAM THEN PRESS CLEAR”	Paper jam occurred in paper path.	Clear paper jam, then press **CLEAR /STOP**. See *“Clearing Documents and Paper Jam”* section.
“DOCUMENT OUT, PLEASE WAIT”	STOP pressed after paper is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
“CLR DOCUMENT JAM”	A document jam or a very long document was scanned.	Open the control panel and remove document or jam.
“PC NOT AVAILABLE” displayed on the LCD panel with a beep warning tone and return to READY state.	Computer is not available for a copy task that required computer assistance (multiple photo or color copies).	Verify that the computer is connected and available. Make sure the cables are connected, the computer is on and not in sleep mode. Retry when the computer is available.
“ADD PAPER THEN PRESS FORM FEED”	Making copies without paper and collate on.	Add paper, press **Form Feed** and printing will continue.
“ADD PAPER THEN PRESS FORM FEED” with beep warning tone and return to READY state.	Making copies without paper and collate off.	Add paper before attempting to copy.
“MEMORY TO PRINT”	Starting a copy collate or multiple copy operation while the printer is busy.	Copy job will complete when print job is finished.
“MEMORY FULL!”	Collate is off and insufficient memory to copy current sheet of document.	Job will be automatically aborted. Retry when more memory becomes available.
“MEMORY FULL, TO CONTINUE, START”	During a multiple copy operation, the memory became full.	Press **START** to print (collated) the current full pages scanned so far, then continue the scanning process. Press **STOP** to cancel the copy operation. **Note:** Selecting a single copy, turning Copy Collate off, or selecting Copy Print Order as scanned will reduce the memory requirement of the selected copy operation.

Troubleshooting Error Messages

Scan Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
"SCAN TO UNDEFINED." with beep warning tone and return to READY state.	Trying to scan to an undefined scan destination.	Use A1000 Settings Utility to define the scan locations.
"LOAD DOCUMENT" with beep warning tone and return to READY state.	Trying to start a scan operation before loading the document.	Load document to be scanned before pressing **START**.
"RESOURCE BUSY, TRY LATER" with beep warning tone and return to prior state.	Trying a SCAN operation while the scanner is busy. Trying to scan while parallel port is in use by another task.	Verify that the computer is connected and available. Wait for resource to become free then try again.
"CLR DOCUMENT JAM"	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
"DOCUMENT OUT, PLEASE WAIT"	Pressing **STOP** after document is loaded.	Wait for all document(s) in the document input tray to be fed to the document output tray.
"PC NOT AVAILABLE" with beep warning tone and return to READY state**.**	There is no response from computer.	Verify that a standard USB cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A1000 software is properly installed and running by selecting A1000 Settings from the Compaq A1000 program group. Retry.

Troubleshooting Error Messages

Control Form Messages

SYMPTOM/MESSAGE	CAUSE	SOLUTION
“RESOURCE BUSY, TRY LATER” with beep warning tone and return to prior state.	Trying to scan Control Form sheet while the computer is using parallel port for another job. Trying to print a Control form sheet while computer is using parallel port for another job.	Wait for current computer to printer port activity to complete, then try again.
“CLR DOCUMENT JAM”	A document jam or a very long document was scanned.	Open the cover and remove document or jam.
“DOCUMENT OUT, PLEASE WAIT”	Pressing **STOP** after paper is loaded	Wait for all document(s) in the document input tray to be fed to the document output tray.
“ADD PAPER” with beep warning tone and return to READY state.	Trying to print a Control Form when no paper is in the paper input tray.	Load paper into the paper input tray.
“CHANGE BLACK INK”	Trying to print a Control Form but Smart Ink has determined that the ink cartridge is empty.	Replace Black ink cartridge. Replacing the Black ink cartridge and selecting NEW BLACK CARTRIDGE will reset the ink counting system. (Note that if you keep the old cartridge installed and tell the system you have installed new cartridges you may get some more pages printed but you will defeat the ink management system and may lose incoming faxes.)
“REMOVE PAPER JAM THEN PRESS CLEAR”	Trying to print a Control Form when a paper jam occurred in the paper path.	Clear paper jam, then press **STOP/CLEAR**.
“PC NOT AVAILABLE” with beep warning tone and return to READY state.	There is no response from the computer.	Verify that a standard USB cable is connected to the computer and that the computer is on and not in sleep mode. Verify that the A1000 software is properly installed and running by selecting A1000 Settings from the Compaq A1000 program group. Retry.

Correcting Problems

Some of the problems that you may encounter are listed in the table titled "Error Messages." Occasionally, other problems may arise that you could solve yourself. They are listed in the following tables along with a possible cause and possible solution.

Fax Problems

Symptom	Solution
The machine is not working. There is no display. The buttons do not work.	• Check the power cord connection. • Check to make sure your electrical outlet is live. • Cycle power to the unit. • Cycle power to the unit leaving it without power for at least five minutes.
No dial tone (when START key is pressed form READY display.)	• Ensure that the telephone cord is connected properly. • Plug another telephone into the phone jack to check the socket.
The numbers stored in the SPEED SEND memory do not dial correctly.	• Make sure the numbers are stored in the memory correctly. To print Speed Send list press **SETUP**, then press **MENU** button to select the PRINT REPORT feature. Press the **OPTIONS** button to select the **SPEED SEND LIST.** Press **START** to print.
The document does not feed into the machine.	• Make sure the document is not wrinkled or folded and is not too thick or too thin. • Make sure that the cover is firmly closed.
Incoming faxes are not received automatically.	• Make sure that the A1000 FAX RECEIVE mode is not set to TEL. The current receive mode is displayed in the upper right corner of the LCD panel. • Make sure the extension phone is on the hook properly. • Check to see if there is paper in the paper input tray. • Insufficient memory to receive fax. – (See Memory To Print, Memory Full in "Fax Messages.")
Faxes can not be received manually.	• Press **START** twice on the A1000 control panel, or *9* on the EXT phone, before you hang up the handset.
The machine will not send a fax.	• Make sure the document is loaded face down. • Check the machine you are sending to for problems.
Incoming faxes are incomplete or contain blank spaces.	• The machine sending you the fax may be faulty. • A noisy phone line can cause line errors. • Make a copy to check your machine. • The cartridge may be running out of ink. See "Print Quality Problems."
Spots on incoming faxes.	• Check the phone for line noise. • Run a printer self test to be sure the print head is clean. See "Print Quality Problems."
You are receiving poor quality faxes.	• The machine sending you a fax may have a dirty scan glass. • Check the phone for line noise.
Stretched words on incoming faxes.	• The machine sending you the fax had a temporary document jam.
There are vertical lines or stripes on copies or documents you send.	• Check your scan glass. It may need to be cleaned. See the *Maintaining Your A1000* chapter.
The machine dials a number, but fails to make a connection with another fax machine.	• The fax machine you are trying to reach may be turned off, out of paper, or cannot answer incoming calls.
Pages have a small strip of text printed at the top with a large blank area below.	• You may have selected the wrong paper size setting. See the "Loading Different Size Paper" section.
Losing characters on the bottom edge of the page.	• Set AUTO REDUCTION ON. This control is located in the A1000 Settings Utility on the **FAX** tab.

Print Quality Problems

Symptom	Solution
Light or blurred characters	- The print cartridge may be running out of ink. - The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section**.** - Make sure you are using the correct type of paper.
Smudged or dark characters	- Make sure you are using the correct type of paper. - The paper should be straight and without wrinkles. - Let the ink dry for a moment before handling the document. - Adjust the Print Quality settings. - The print cartridge may need to be cleaned. See "Cleaning Print Cartridges" section**.**
Characters with white lines	- The print cartridge may be running low on ink. - Remove and reinstall the print cartridge. - The print cartridge may need to be cleaned. See *"*Cleaning Print Cartridges*"* section**.**
Color print quality is poor.	- Make sure you are using the correct type of paper. - Adjust the Print Quality settings.
Characters are improperly formed or not aligned correctly.	- The media is loaded incorrectly or is an unsupported size or type. Try feeding one sheet at a time. - Make sure you do not have hard-coded spaces at the left margin in your application. - The print cartridge may need to be cleaned. See *"*Cleaning Print Cartridges*"* section**.** - The print cartridge may need to be aligned. See "Aligning Print Cartridges" section**.**
Vertical straight lines in tables, borders and graphs are not smooth.	- The print cartridge may need to be aligned. See "Aligning Print Cartridges" section**.** - The print cartridge may need to be cleaned. See *"*Cleaning Print Cartridges*"* section**.**
Solid black areas on transparencies contain white streaks.	- Try changing the fill pattern in your application software.
Printed color does not match screen color.	- The color print cartridge has run out of one or more ink colors. Install a new color ink cartridge. - The print cartridge may need to be cleaned. See *"*Cleaning Print Cartridges*"* section**.**
Documents are printing black and white instead of color.	- The print settings may be incorrect.
Printer pauses frequently during a print job	- If your printer pauses frequently (every two or three lines) during a print job and the printed pages have alternating bands of light and dark print, choose Enable Buffer Mode from the **Options** tab. 1. From the printer's Control Program, click the **Options** tab. 2. Choose the **Enable Buffer Mode** option.

Printing and Copying Problems

Symptom	Solution
Printer is on, but nothing prints.	• The printer may be improperly connected to the computer. Check the cable connections at the All-In-One and at the computer. • Make sure that the printer cable is a standard USB cable. • The USB cable may be defective. Try another cable. • Make sure your application has the A1000 selected as the default printer. • Make sure there is paper in the paper input tray. • Make sure that the paper path is not blocked.
Printer seems to be printing, but no characters are printing.	• Be sure the tape covering the nozzle of the print cartridge has been removed. • The print cartridge may be out of ink.
Unexpected characters print or characters are missing.	• Make sure that your application has the A1000 selected as the default printer. • Check the USB cable connections. • The print head may need to be cleaned. See *"Cleaning Print Cartridges"* section**.**
Printer prints very slowly.	• You may be using "High" print quality. Adjust your Print Quality settings to **NORMAL** or **QUICK PRINT.** • Graphics print more slowly than text. • Color prints more slowly than black. • Special media prints more slowly than plain paper. • If printing in black, make sure photo cartridge is not installed. • Open applications affect print speed. Close other running programs if they are not required.
The Control Panel does not respond.	• Unplug the A1000 power cord, then plug it back in.
Making a local copy at 100% does not print on a single sheet although the same size paper is in the paper input tray.	• The A1000 does not know the paper size that is loaded in the printer output tray. Press **Setup**, use the menu key to select the **Paper Size** menu. Press the **Options** button until the correct paper size (letter, legal, A4) is displayed.
Page does not print.	• Complicated page formats may not be printable on the printer. Too many fonts and/or complex graphics can cause this problem. Simplify your page.
The A1000 doesnot respond.	• Unplug the A1000's USB cable for at least 10 seconds, then reconnect. • Unplug the A1000 power cord, then plug back in. • Restart Windows.

Paper Feeding Problems

Symptom	Solution
Paper is jammed	• Clear the paper jam. See section, “Clearing Document And Paper Jams.”
Paper sticks together.	• Make sure there is not too much paper in the paper input tray. • Make sure you are using the correct type of paper. • Fan the paper to allow some air between the sheets. • Humid conditions may cause some paper to stick together.
Paper fails to feed.	• Make sure there is not too much paper in the paper input tray. • Some types of paper may require more than one sheet of paper to be loaded in the input tray to feed correctly. • Make sure that the envelope guide is not in the install position. • Remove any obstructions from inside the printer. • Press **Form Feed** to retry.
Multiple sheets of paper fed.	• Make sure there is not too much paper in the paper input tray. • Load paper of only one type, size, and weight. • Do not force paper down into the printer when loading. • If multiple sheets have caused a paper jam, clear the paper jam.
Paper skews or buckles in the paper bin.	• Make sure there is not too much paper in the paper input tray. • Make sure the paper guide does not push the paper and cause it to bow. • Make sure you are using the correct type of paper. • Do not force paper down into the printer when loading. • Make sure that the right side of the paper is aligned with the right edge of the feeder and the left paper guide is set against the left side of the paper. • Make sure that the envelope guide is not in the envelope position.
Envelopes skew or fail to feed correctly in the paper bin.	• Make sure that the paper guide is against the left side of the envelopes.
Transparencies stick together in the paper exit.	• Use only transparencies designed for Inkjet Printers. • Remove each transparency as it exits from the printer.

Scanning and Copying Problems

Symptom	Solution
Cannot scan a document into memory.	• Make sure you load the document to be scanned into the document tray. • Clear the problem that is preventing received documents that are stored in the memory from printing, i.e. low black ink or a paper jam. • If there are any outgoing faxes stored in the memory waiting to be sent, print out the received documents that are stored in memory.
Scanning very slowly.	• Graphics are scanned more slowly than text and color is slower than black. Increasing resolution will slow scanning. • Adding more memory to the computer can dramatically improve scanning speed, especially for higher resolution color images. If there is a lot of disk activity when scanning is the only application running on the computer, this is a good indication that additional memory is needed.
"There is no document or the document is loaded improperly. Insert the document properly and try again," message appears on the screen.	• Insert the document properly and push it down until the A1000 grips the document.
"Scanner is busy receiving or printing data. When the current job is completed, try again," message appears on the screen.	• Your scanner may be busy with a copying or faxing job. When the current job is completed, try again.
"The scanner driver is not installed or an operation environment is not set up properly. Reinstall the scanner driver and try again," message appears on the screen.	• Make sure that the application selects the Compaq A1000 Scanner as the Twain Scanner • Reinstall the scanner driver by re-installing the A1000 software.
"Port is disabled. Check if the port is properly connected, or power is on. Then restart your computer," message appears on the screen.	• I/O errors can occur during scanning. Check the cable and cable connections.
"Port is disabled. Check if the port is properly connected, power is on, scanner is not busy," message appears on the screen.	• The printer cable may be improperly connected or the power may be turned off. Check the cable. Make sure the power is turned on.
Vertical black line or strip over the entire length of the scan or copy.	• Contaminated scanner lens. See the *Maintaining Your A1000* chapter for cleaning instructions.

Regulatory and Safety Notices

Federal Communication Commission Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Compaq Computer Corporation may void the user's authority to operate the equipment.

Cables

Connections to this device must be made with shielded cables with metallic RFI/EMI connector hoods in order to maintain compliance with FCC Rules and Regulations.

Declaration Of Conformity For Products Marked With The FCC Logo–United States Only

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

For questions regarding your product, call 1-800-652-6672 (1-800-OK COMPAQ) or contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 530113
Houston, Texas 77269-2000

For questions regarding this FCC declaration, call 1-281-514-3333 or contact:

Compaq Computer Corporation
P. O. Box 692000, Mail Stop 510101
Houston, Texas 77269-2000

To identify this product, refer to the Part, Series, or Model number found on the product.

Canadian Notice

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis Canadien

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Japanese Notice

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

European Union Notice

Products with the CE Marking comply with both the EMC Directive (89/336/EEC) and the Low Voltage Directive (73/23/EEC) issued by the Commission of the European Community.

Compliance with these directives implies conformity to the following European Norms (in brackets are the equivalent international standards):

- EN55022 (CISPR 22) - Electromagnetic Interference
- EN50082-1 (IEC801-2, IEC801-3, IEC801-4) - Electromagnetic Immunity
- EN60950 (IEC950) - Product Safety

Safety

Safety is important when you are operating your unit. Follow the guidelines in this section to enjoy your experience.

Power Cords

If you were not provided with a power cord for your unit, you should purchase a power cord that is approved for use in your country.

The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm^2 /18AWG, and the length of the cord must be between 5 feet (1.5 m) and 6 ½ feet (2m). If you have questions about the type of power cord to use, contact your Compaq authorized service provider.

A power cord should be routed so that it is not likely to be walked on or pinched by items placed upon it or against it. Particular attention should be paid to the plug, electrical outlet, and the point where the cord exits from the product.

⚠ **WARNING:** Only authorized technicians trained by Compaq should attempt to repair this equipment. All troubleshooting and repair procedures are detailed to allow only subassembly / module-level repair. Because of the complexity of the individual boards and subassemblies, no one should attempt to make repairs at the component level or o make modifications to any printed circuit board. Improper repairs can create a safety hazard.

U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the rear of the Compaq A1000 All-In-One is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

Ringer Equivalence Number

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most areas (but not all), the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your telephone line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

The REN for this device is 0.5B.

A FCC Compliant 6-position modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible 6-position modular jack which is FCC Part 68 Compliant.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. However, if advance notice is not practical, you will be notified as soon as possible. You will also be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, contact your local telephone company for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

For the Compaq Customer Support Center and your nearest Compaq Authorized reseller in North America, call 1-800-345-1518 or write:

Compaq Customer Support Center
P.O. Box 692000
Houston, Texas 77269-2000

Telephone Consumer Protection Act of 1991

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, or entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

Canadian Regulations Governing the Use of Modems

NOTE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

△ **CAUTION:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.

NOTICE: The Ringer Equivalence Number **(REN)** assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices, subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed **5**.

The **Ringer Equivalence Number (5)** for this device is 0.5B.

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.
45 Vogell Road
Richmond Hill, Ontario LA5B 3P6

General Precautions for Compaq Products

Retain the product's safety and operating instructions for future reference. Follow all operating and usage instructions. Observe all warnings on the product and in the operating instructions.

To reduce the risk of fire, bodily injury, and damage to the equipment, observe the following precautions.

- Damage Requiring Service
  Unplug the product from the electrical outlet and take the product to a Compaq authorized service provider under the following conditions:
    - The power cord, extension cord, or plug is damaged.
    - Liquid has been spilled or an object has fallen into the product.
    - The product has been exposed to water.
    - The product has been dropped or damaged in any way.
    - There are noticeable signs of overheating.
    - The product does not operate normally when you follow the operating instructions.
- Servicing
  Except as explained elsewhere in the Compaq documentation, do not service any Compaq product yourself. Opening or removing covers that are marked ⚠ may expose you to electric shock. Service needed on components inside these compartments should be done by a Compaq authorized service provider.

- Mounting Accessories
  Do not use the product on an unstable table, cart, stand, tripod, or bracket. The product may fall, causing serious bodily injury and serious damage to the product. Use only with a table, cart, stand, tripod, or bracket recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.
- Ventilation
  Slots and openings in the product are provided for ventilation and should never be blocked or covered since these ensure reliable operation of the product and protect it from overheating. The openings should never be blocked by placing the product on a bed, sofa, carpet, or other similar flexible surface. The product should not be placed in a built-in apparatus such as a bookcase or rack unless the apparatus has been specifically designed to accommodate the product, proper ventilation is provided for the product, and the manufacturer's instructions have been followed.
- Water and Moisture
  Do not use the product in a wet location.
- Grounded (Earthed) Products
  Some products are equipped with a three-wire electrical grounding-type plug that has a third pin for grounding. This plug only fits into a grounded electrical outlet. This is a safety feature. Do not defeat the safety purpose of the grounding-type plug by trying to insert it into a non-grounded outlet. If you cannot insert the plug into the outlet, contact your electrician to replace the obsolete outlet.
- Power Sources
  The product should be operated only from the type of power source indicated on the product's electrical ratings label. If you have questions about the type of power source to use, contact your Compaq authorized service provider or local power company. For a product that operates from battery power or other power sources, refer to the operating instructions included with the product.
- Accessibility
  Be sure that the power outlet you plug the power cord into is easily accessible and located as close to the equipment operator as possible. When you need to disconnect power to the equipment, be sure to unplug the power cord from the electrical outlet.
- Power Cords
  If you have not been provided with a power cord for your unit or for any AC-powered option intended for use with your unit, you should purchase a power cord that is approved for use in your country.

  The power cord must be rated for the product and for the voltage and current marked on the product's electrical ratings label. The voltage and current rating of the cord should be greater than the voltage and current rating marked on the product. In addition, the diameter of the wire must be a minimum of 0.75 mm^2 / 18AWG and the cord should be between 5 and 6.5 feet (1.5 and 2 meters) long. If you have questions about the type of power cord to use, contact your Compaq authorized service provider.

  Route the power cord so that it will not be walked on, tripped over, or pinched by items placed upon or against it. Pay particular attention to the plug, electrical outlet, and the point where the cord exits the product.
- Protective Attachment Plug
  In some countries, the product cord set may be equipped with a wall plug having overload protection. This is a safety feature. If the plug needs to be replaced, be sure the Compaq authorized service provider uses a replacement plug specified by the manufacturer as having the same overload protection as the original plug.
- Extension Cord
  If an extension cord or power strip is used, make sure that the cord or strip is rated for the product and that the total ampere ratings of all products plugged into the extension cord or power strip do not exceed 80% of the extension cord or strip ampere ratings limit.
- Overloading
  Do not overload an electrical outlet, power strip, or convenience receptacle. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip input rating.

- Cleaning
  Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Heat
  The product should be placed away from radiators, heat registers, stoves, or other pieces of equipment (including amplifiers) that produce heat.
- Replacement Parts
  When replacement parts are required, be sure the service provider uses replacement parts specified by Compaq.
- Safety Check
  Upon completion of any service or repairs to the product, have your Compaq authorized service provider perform safety checks to determine that the product is in proper operating condition.
- Options and Upgrades
  Use only the options and upgrades recommended by Compaq.
- Object Entry
  Never push a foreign object through an opening in the product.

Precautions for Products with Modems, Telecommunications, or Local Area Network Options

In addition to the general precautions described earlier in this chapter, be sure to observe the following precautions when operating telecommunications and network equipment. Failure to observe these precautions could result in fire, bodily injury, and damage to the equipment.

- Do not connect or use a modem or telephone (other than a cordless type) during a lightning storm. There may be a remote risk of electric shock from lightning.
- Never connect or use a modem or telephone in a wet location.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.
- Disconnect the modem cable before opening a product enclosure, touching or installing internal components, or touching an uninsulated modem cable or jack.
- Do not use a telephone line to report a gas leak while you are in the vicinity of the leak.

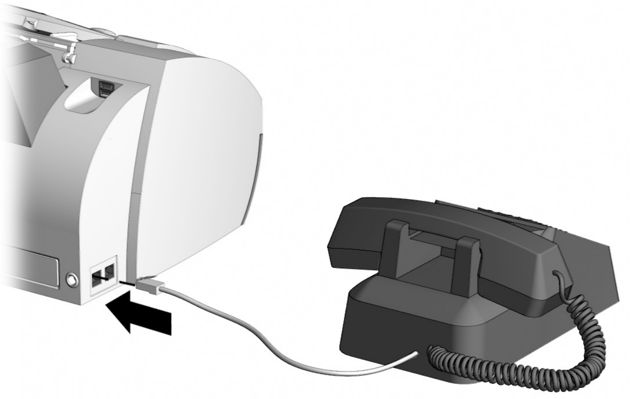
Appendix A

Using the A1000 Extension Feature

When sharing a telephone line between the Compaq A1000 All-In-One and other equipment use the EXT connection. If you wish to connect more than one device, a multiple outlet adapter may be required.

To connect the A1000 to an optional extension telephone:

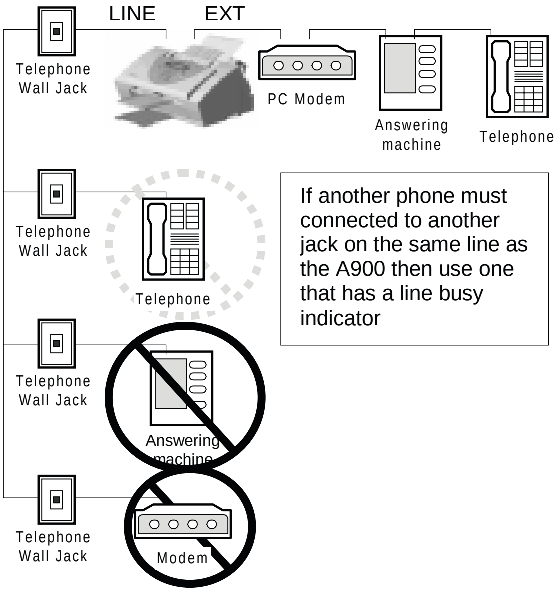
1. Plug one end of the telephone cord into the telephone.
2. Plug the opposite end of the cord into the socket marked EXT on the left side of the A1000.



Connecting an extension telephone to the A1000

NOTE: If you use Home Phoneline Networking or DSL devices, these components should not be connected through the A1000. Doing so will cause your network connection to be lost during A1000 Fax activity. See http://www.compaq.com/athome/pc_technologies for additional information.

Sharing a Telephone Line with Other Devices



If another phone must connected to another jack on the same line as the A900 then use one that has a line busy indicator

Compaq recommends that you do not connect an answering machine or computer modem to another wall jack on the same telephone line as the A1000. The fax information can be corrupted by any voice, answering machine or modem activity that occurs during fax reception. Equipment plugged into the EXT connection is disconnected from the line during A1000 fax activities reducing the possibility of fax corruption.

Telephones

When a telephone is connected directly (or through an answering machine) to the EXT connection on the A1000, you can instruct the A1000 to receive an incoming fax. Press *9* (star-nine-star) if you pick up the handset and hear a fax tone. A telephone connected to the EXT connection will not interfere with Fax transactions when it is off hook.

If you must have other telephones connected to the same telephone line at other locations (not through the EXT port), then use telephones that indicate that the line is busy. This helps prevent the corruption of fax data that would occur if the telephone is picked up during fax transmissions.

Answering Machines

If the answering machine and A1000 will share the same line then, for reliable fax operation, you must use the EXT connection on the A1000.

Computer Modems (internal or external)

If you have a modem in your computer that will use the same line as the A1000, use the EXT connection on the A1000. If the computer modem has a TELEPHONE or EXT connection to it, use this to connect any additional equipment such as telephones or answering machines instead of using a multiple outlet adapter. Depending on that equipment's design, this prevents such equipment from interfering with computer modem activities.

DRPD

The recommendations above for connecting additional devices still apply if using Distinctive Ring Pattern Detection (DRPD). The A1000 will only pick up calls made to the telephone number that has the Ring Pattern that it has learned. DRPD setup instructions may be found in the "Receiving Automatically in DRPD Mode" section of the *Faxing* chapter.

Connecting and Configuring Equipment

Deciding how to connect and configure equipment depends on the number of lines available and the intended usage. The main functions are:

- Fax
- Audio (including answering machines and voice messaging systems)
- Internet (includes data or bulletin board link)

If you only have a single line, then only one of these functions can be active at any one time.

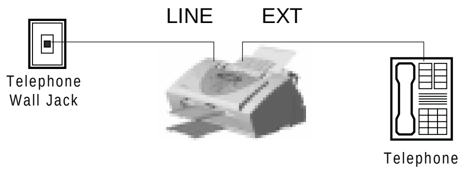
If you have more than one line, then it may be advantageous to dedicate a line to a specific function. For example, with two telephone lines you can fax and browse the Internet at the same time.

Devices and Connections

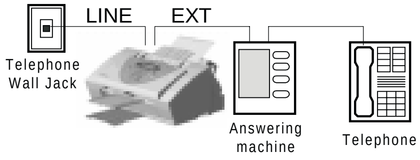
This section describes four ways to connect the A1000 to a single telephone line with other equipment. Additional equipment connected to other lines is not shown.

Find the Diagram that shows the devices that you wish to connect to the same telephone line.

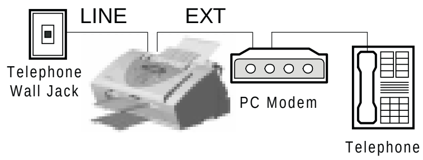
A. A1000 and Telephone (optional)



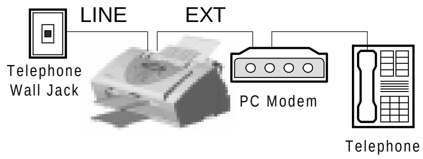
B. A1000 Answering Machine and Telephone



C. A1000 Computer Modem (internal or external) and Telephone



D. A1000, Computer Modem, Answering Machine and Telephone



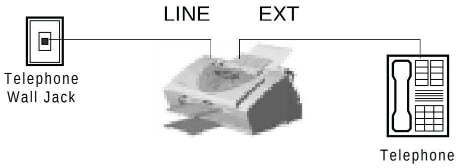
Sections A, B, C, or D that follow describe the Fax Receive Mode options on the A1000 necessary to get your desired functionality.

Changing A1000 FAX RECEIVE MODE

Set up as described in the "Control Panel Setup Button" section of the *Common Procedures* chapter.

NOTE: All faxes received by or sent from the computer using the Compaq Control Form use the PC's internal modem.

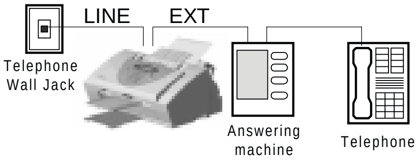
A. A1000 and Telephone (optional)



A1000 Fax Receive Modes

Mode	Selection Description
FAX	Receives faxes automatically.
TEL	To receive faxes manually, press **Start** twice on the A1000 or press *9* on the extension telephone.
ANS/FAX	Do not use for this configuration.
DRPD	The A1000 answers the previously learned ring pattern on 2 rings

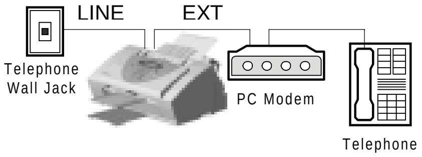
B. A1000 Answering Machine and Telephone



A1000 Fax Receive Mode Selections

Mode	Mode Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press **Start** twice on the A1000 or press *9* on the telephone.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A1000 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A1000 will pick up after 6 rings.
DRPD	The A1000 answers the learned ring pattern on 2 rings. Make sure that the Answering Machine is set to answer after 4 or more rings if it does not recognize DRPD patterns.

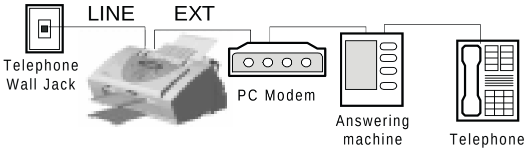
C. A1000 Computer Modem (Internal or External) and Telephone



A1000 Fax Receive Mode Selections

Mode	Selection Description
FAX	Receives faxes automatically. Use if computer modem is not set up to answer incoming calls.
TEL	To receive faxes manually, press **Start** twice on the A1000 or press *9* on the telephone. Use this mode if you wish to receive faxes through the computer modem instead of the A1000.
ANS/FAX	Use only if computer modem is providing answering machine functionality. Receives faxes automatically. The computer modem will answer the call and the A1000 will listen for fax tones. It will intercept the call if fax tones are detected. Set the computer modem to answer in 1 or less rings. The A1000 will pick up after 6 rings.
DRPD	The A1000 answers the learned ring pattern on 2 rings. Make sure that the computer modem is set to answer after 4 or more rings if it does not recognize DRPD patterns.

D. A1000, Computer Modem, Answering Machine, and Telephone



A1000 Fax Receive Mode Selections

Mode	Selection Description
FAX	Do not use for this configuration.
TEL	To receive faxes manually, press **START** twice on the A1000 or press *9* on the telephone. Also use this mode if you wish to receive faxes through the computer modem instead of the A1000.
ANS/FAX	Receives faxes automatically. The answering machine will answer the call and the A1000 will listen for fax tones. It will intercept the call if fax tones are detected. Set the answering machine to answer in 1 or less rings. The A1000 will pick up after 6 rings. The computer modem should be disabled from answering calls.
DRPD	The A1000 answers the learned ring pattern on 2 rings. Make sure that the computer modem is set to answer after 4 or more rings if it does not recognize DRPD patterns. Also make sure that the answering machine is set to answer after more rings than both the A1000 and computer modem if it does not recognize DRPD patterns.

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